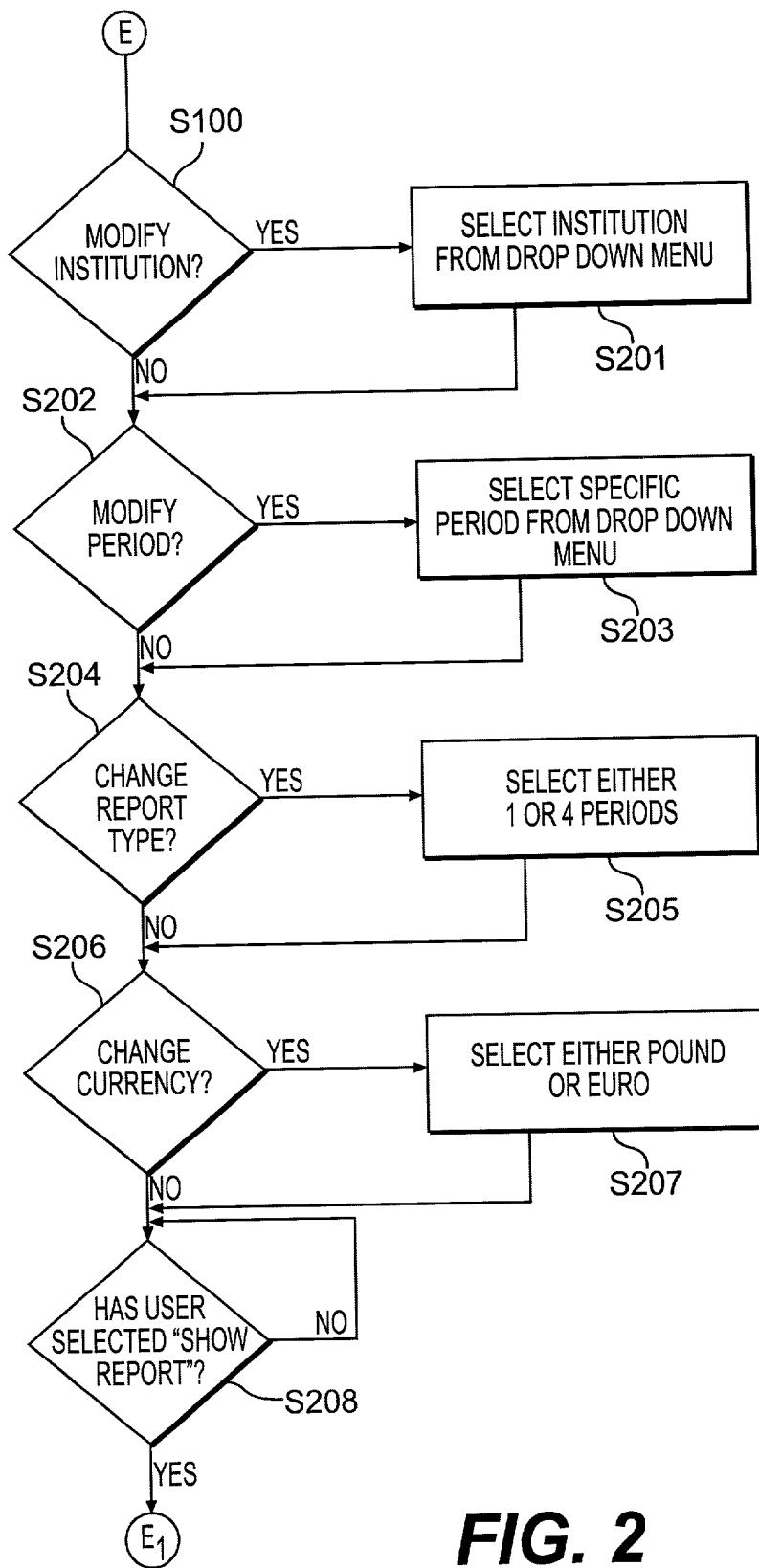
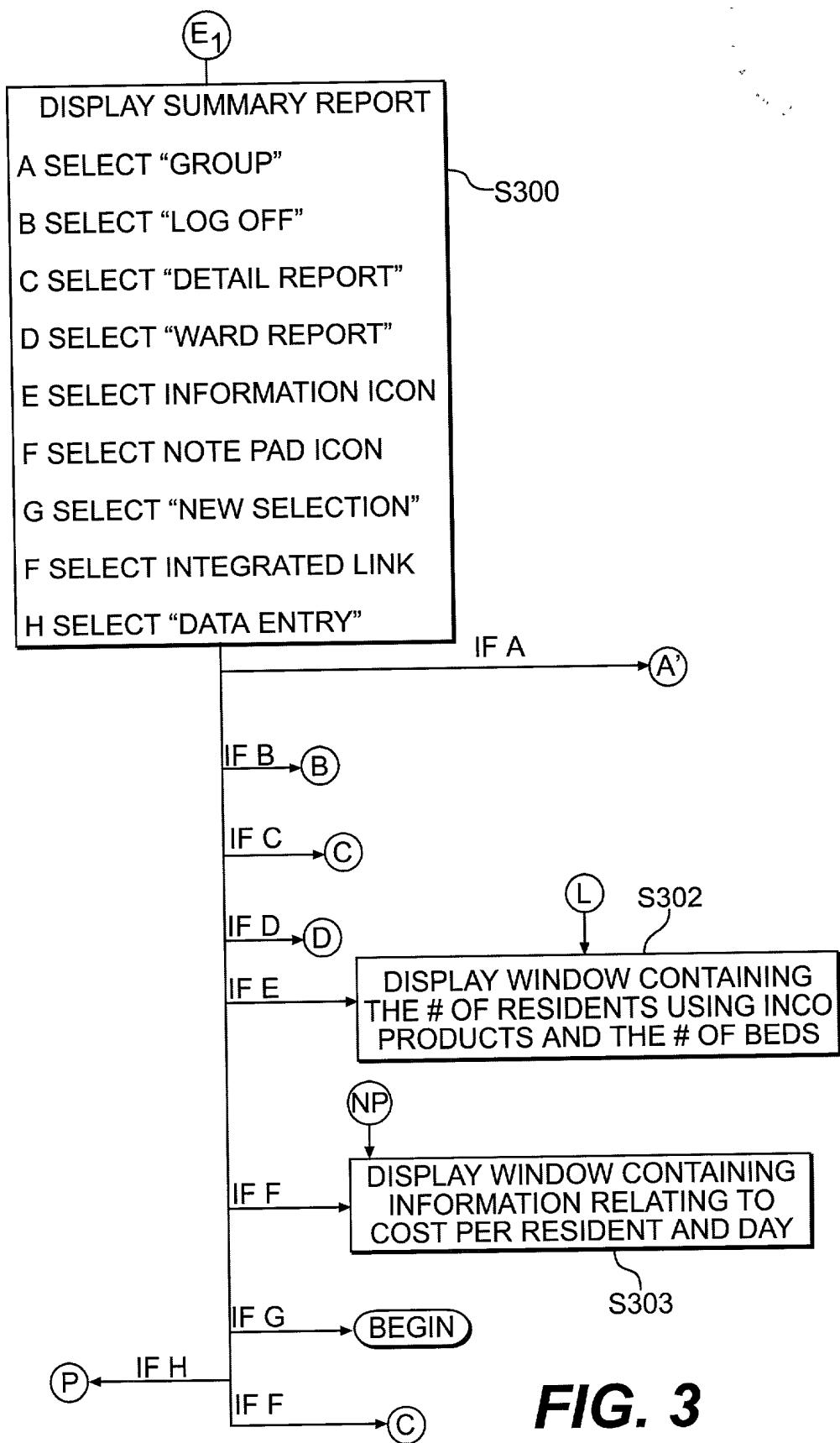


**FIG. 1**

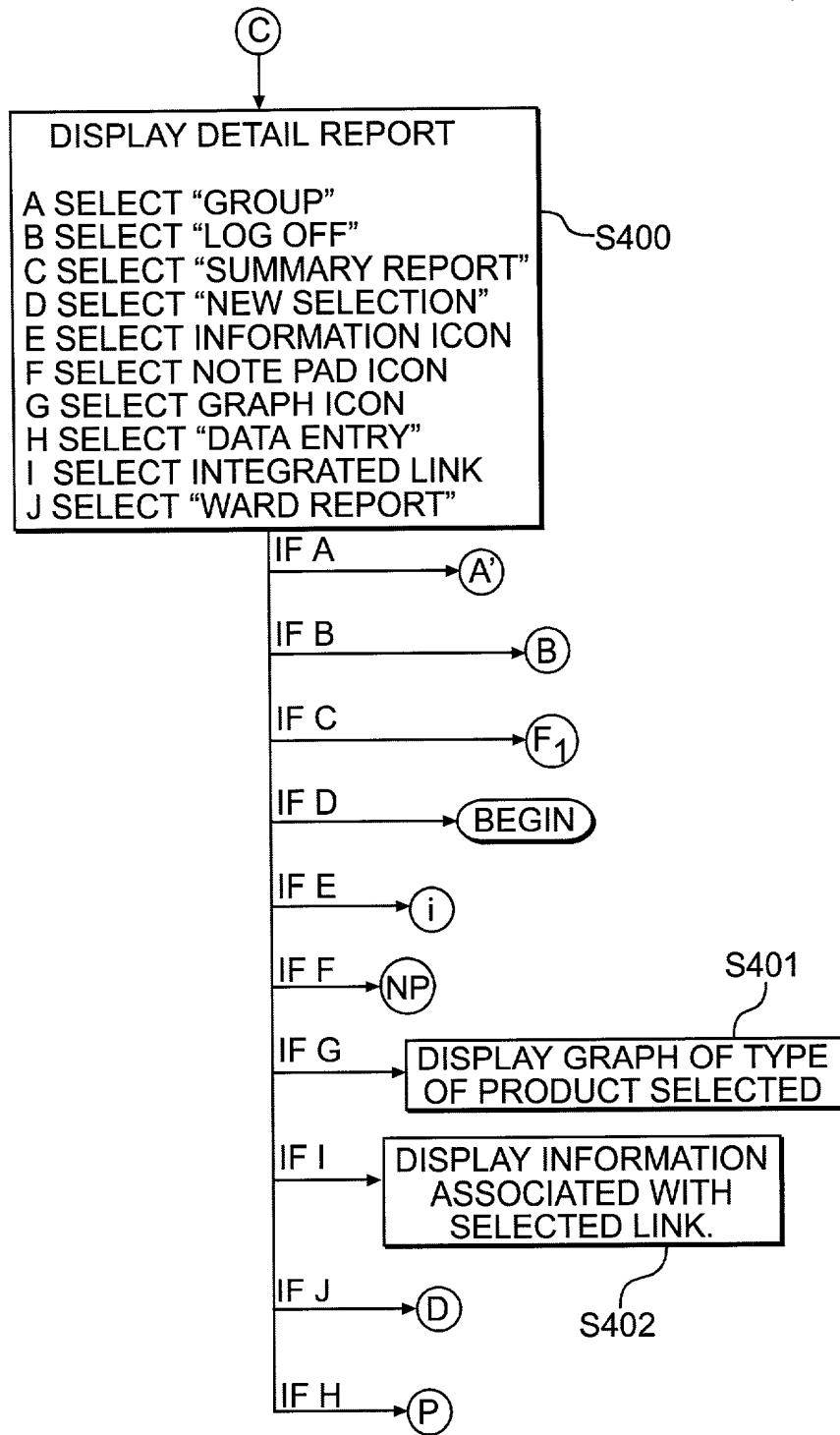


**FIG. 2**

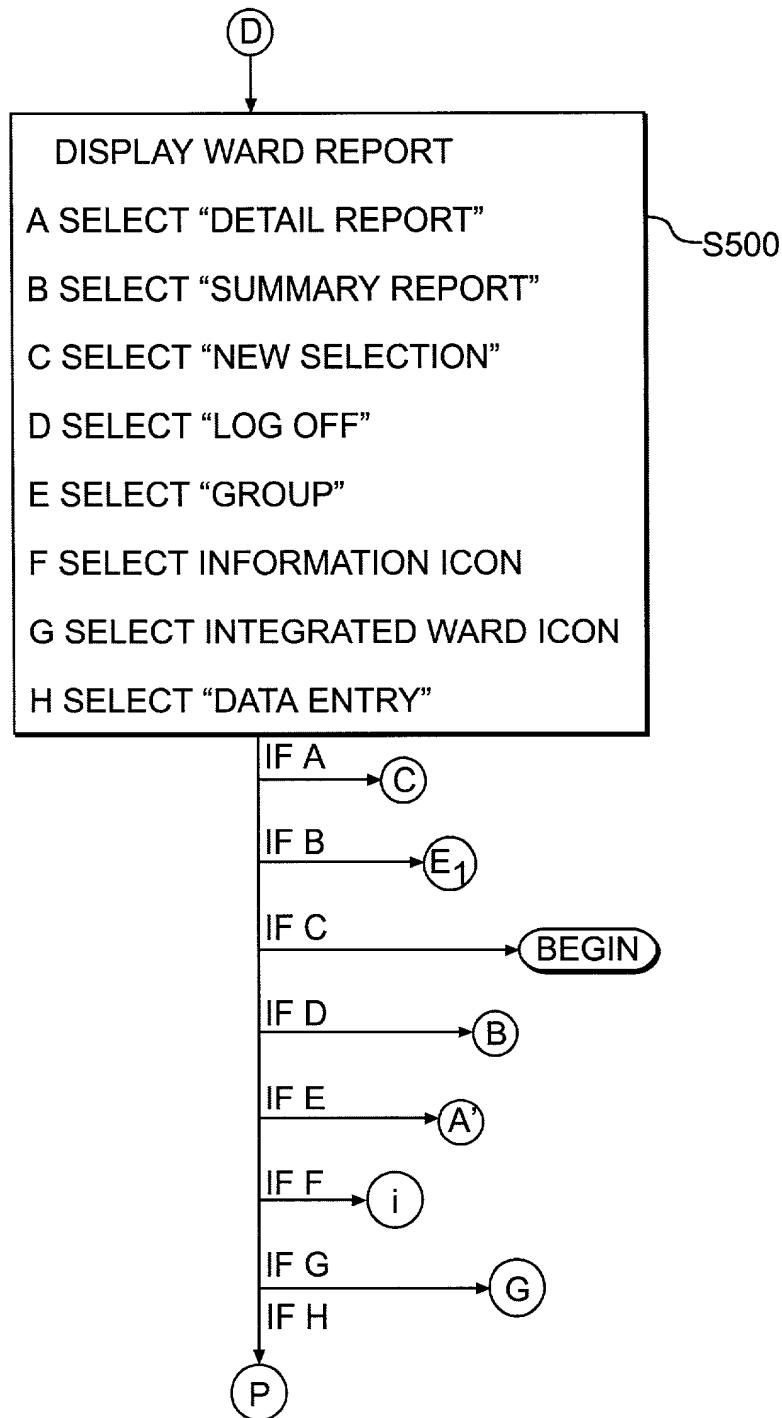
© 1990, 1991, 1992, 1993, 1994, 1995, 1996, 1997, 1998, 1999, 2000, 2001, 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024, 2025, 2026, 2027, 2028, 2029, 2030, 2031, 2032, 2033, 2034, 2035, 2036, 2037, 2038, 2039, 2040, 2041, 2042, 2043, 2044, 2045, 2046, 2047, 2048, 2049, 2050, 2051, 2052, 2053, 2054, 2055, 2056, 2057, 2058, 2059, 2060, 2061, 2062, 2063, 2064, 2065, 2066, 2067, 2068, 2069, 2070, 2071, 2072, 2073, 2074, 2075, 2076, 2077, 2078, 2079, 2080, 2081, 2082, 2083, 2084, 2085, 2086, 2087, 2088, 2089, 2090, 2091, 2092, 2093, 2094, 2095, 2096, 2097, 2098, 2099, 20100, 20101, 20102, 20103, 20104, 20105, 20106, 20107, 20108, 20109, 20110, 20111, 20112, 20113, 20114, 20115, 20116, 20117, 20118, 20119, 20120, 20121, 20122, 20123, 20124, 20125, 20126, 20127, 20128, 20129, 20130, 20131, 20132, 20133, 20134, 20135, 20136, 20137, 20138, 20139, 20140, 20141, 20142, 20143, 20144, 20145, 20146, 20147, 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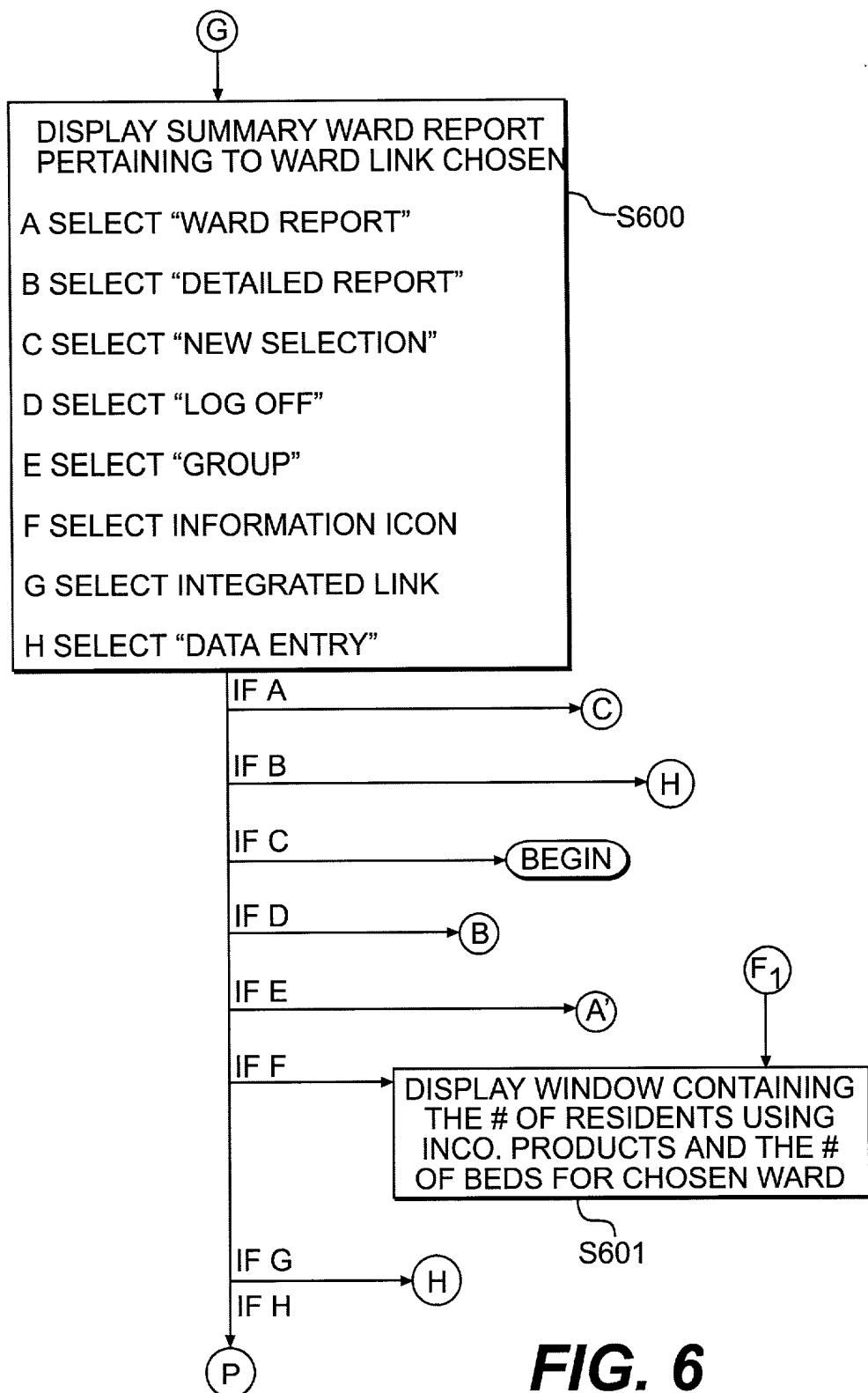
**FIG. 3**



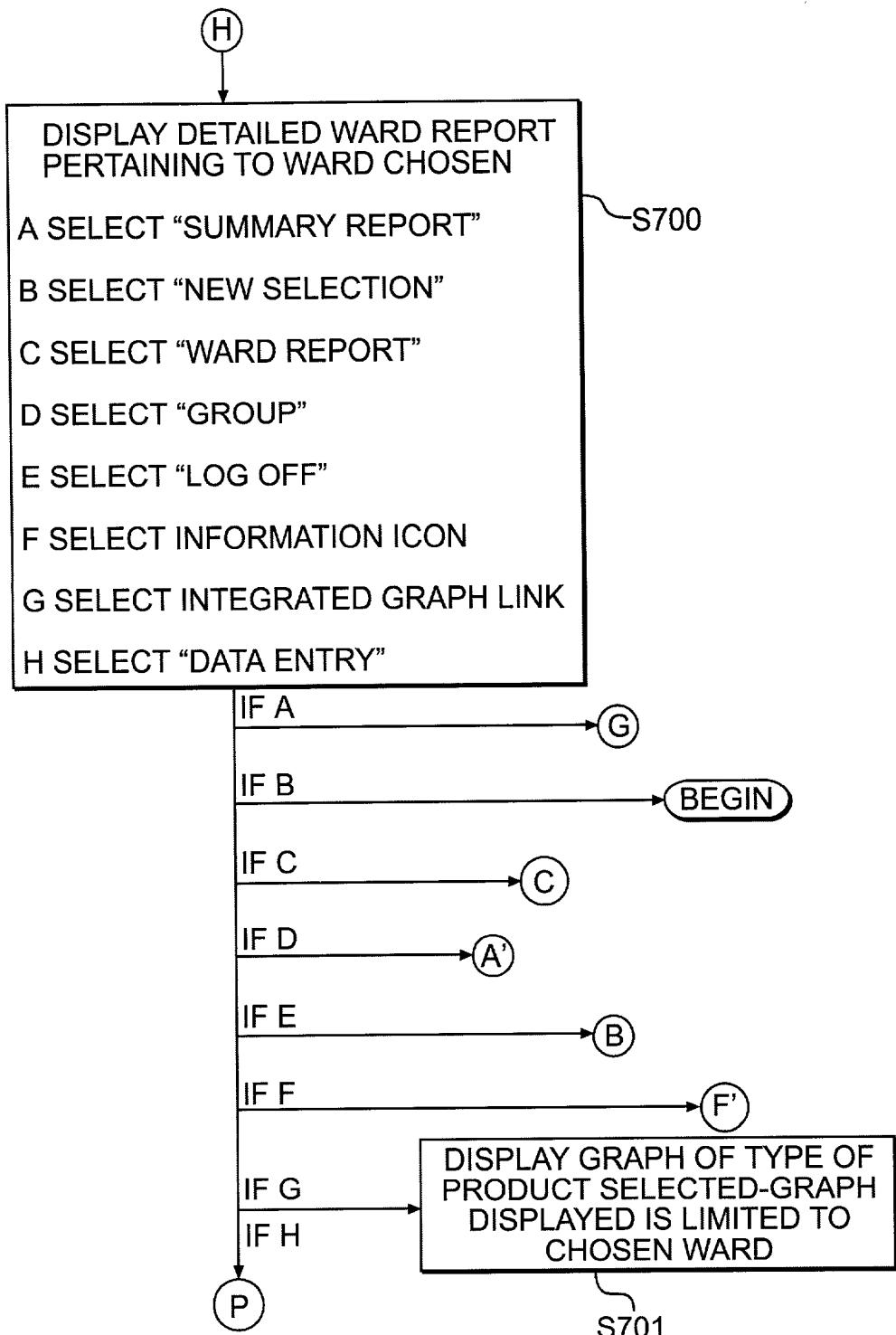
**FIG. 4**



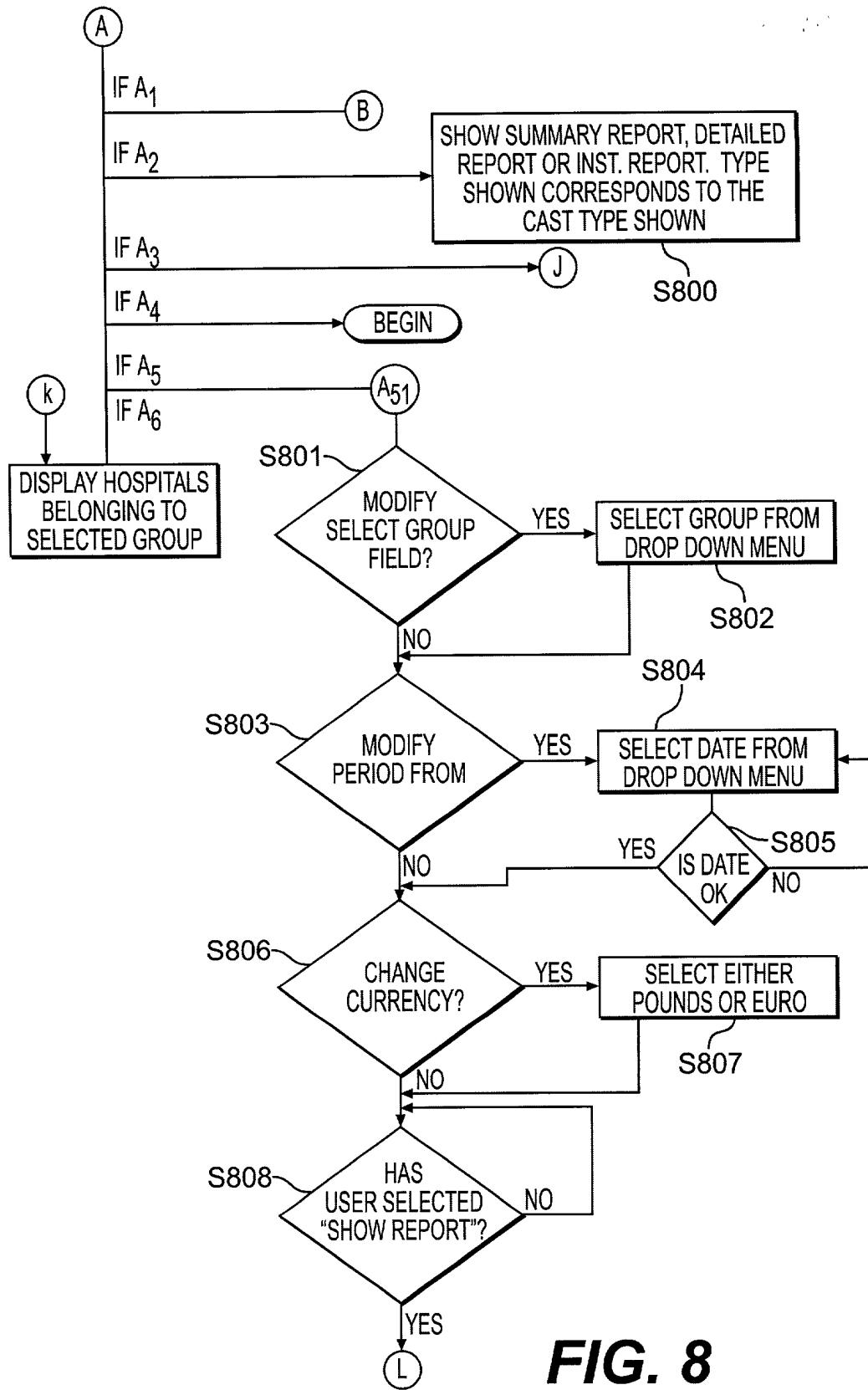
**FIG. 5**



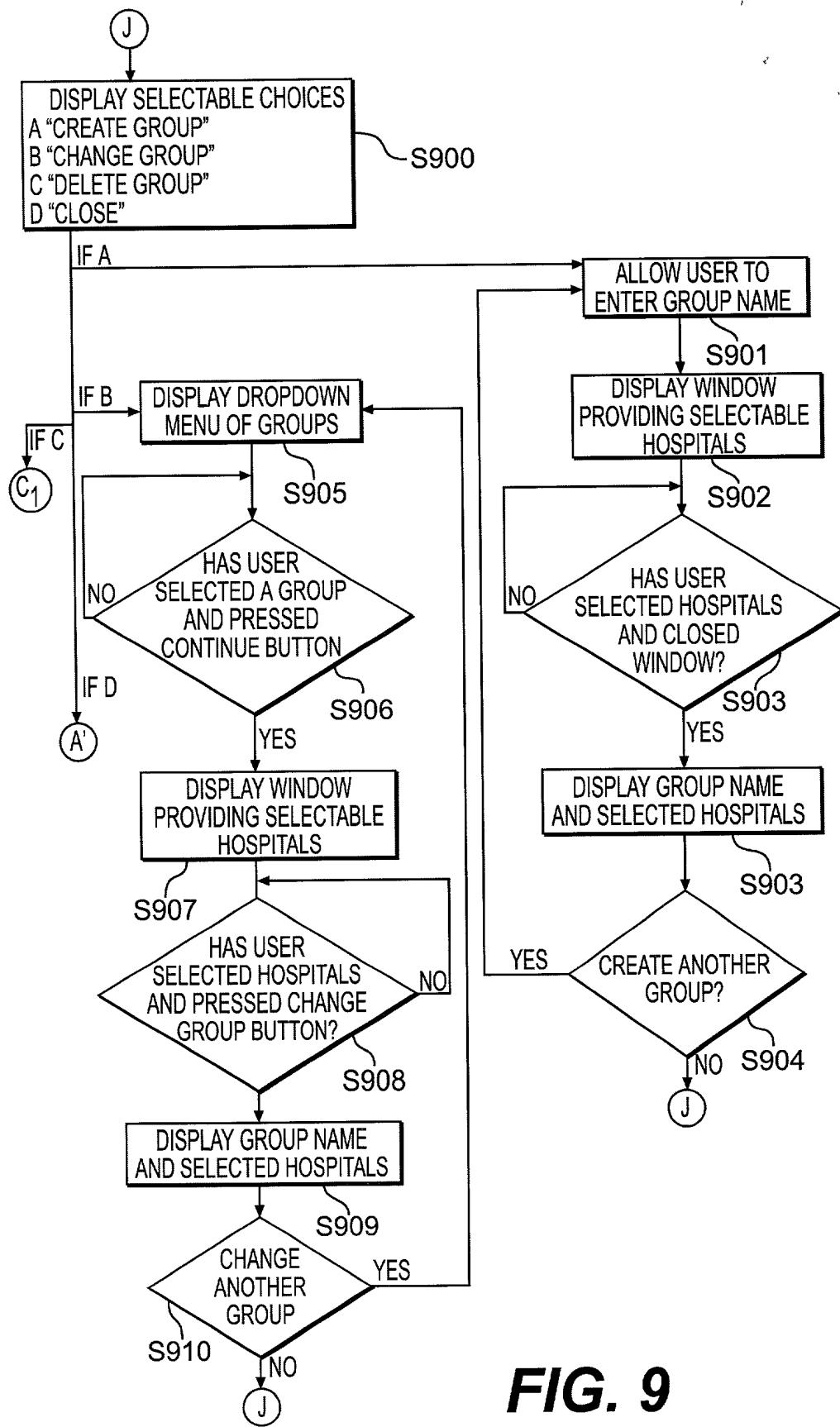
**FIG. 6**



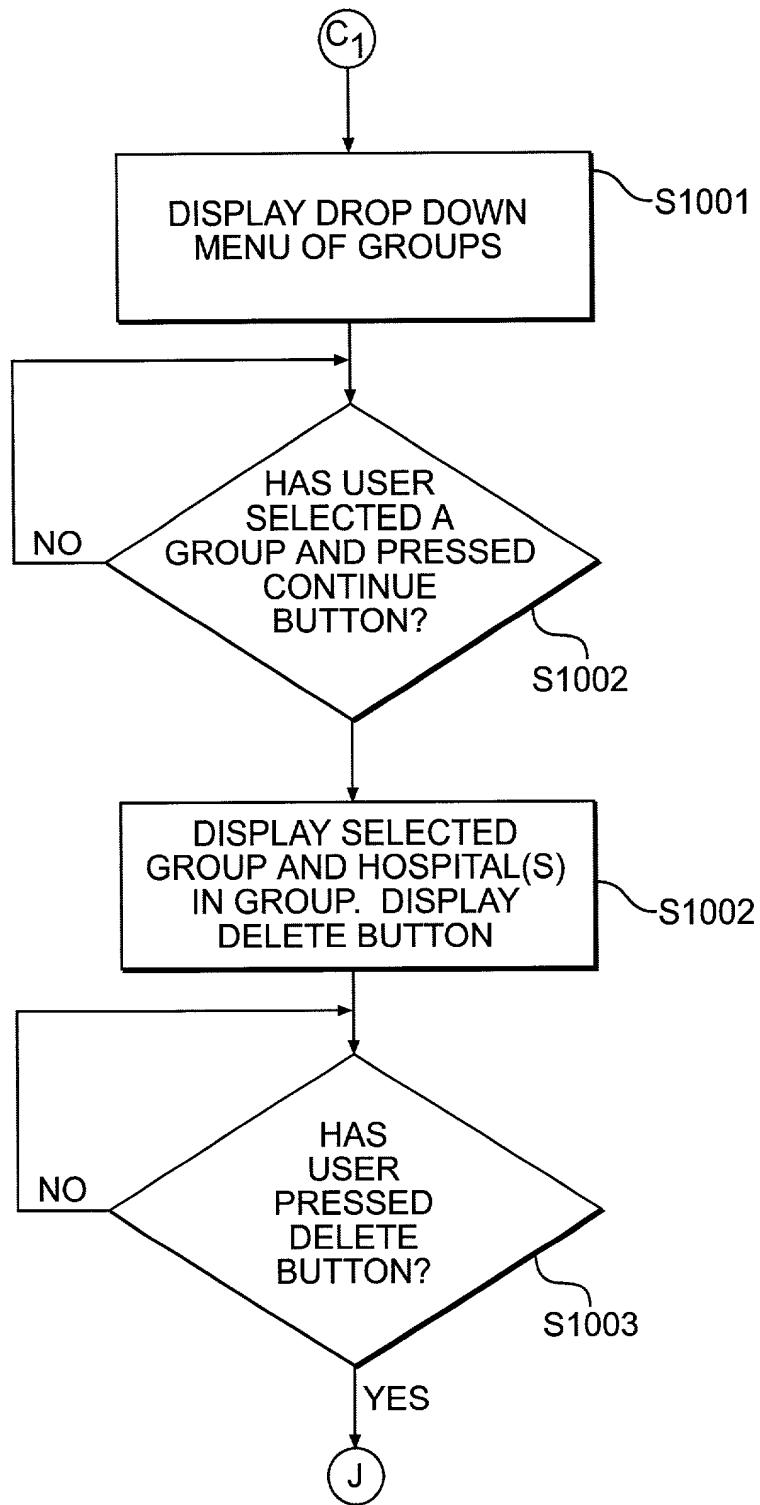
**FIG. 7**



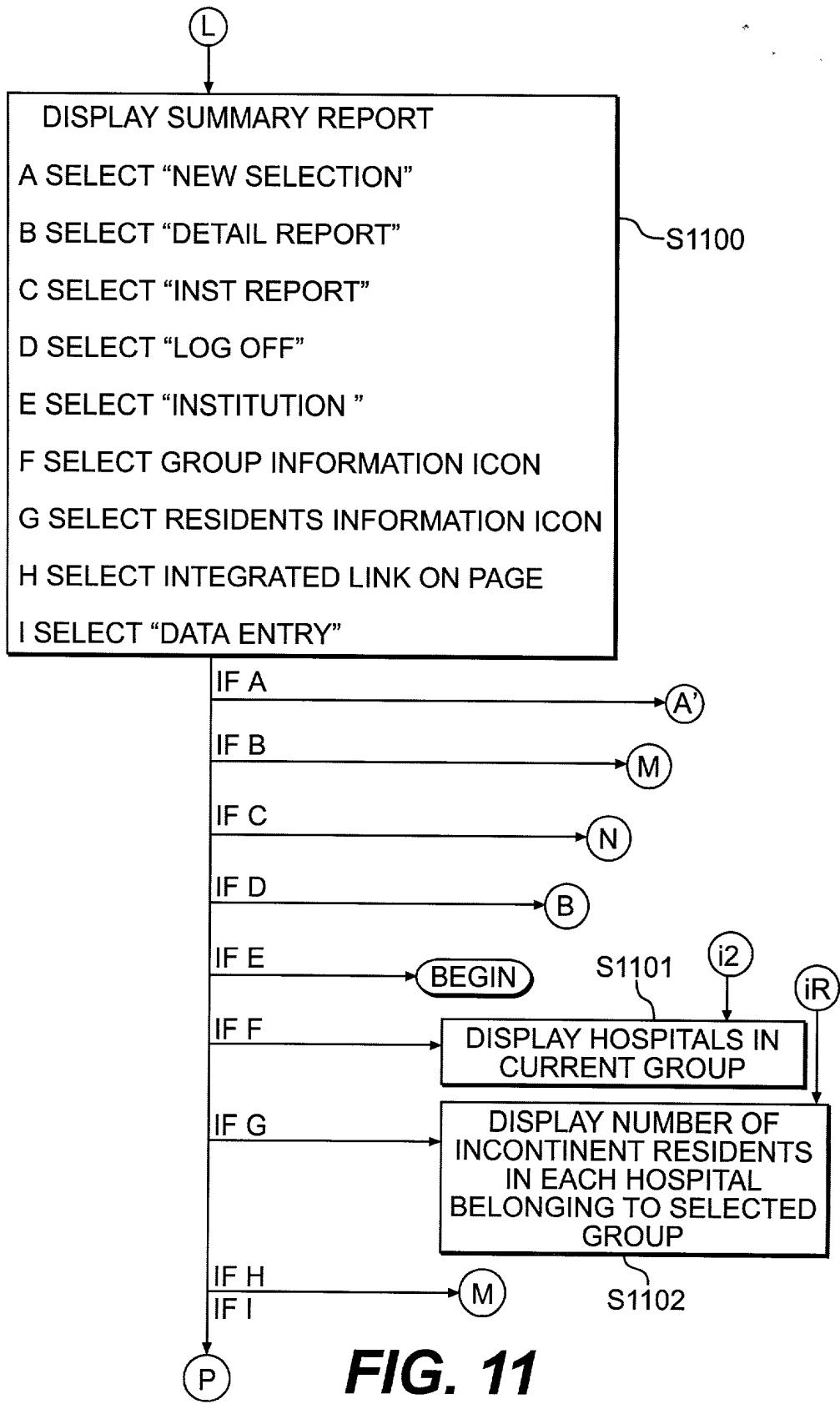
**FIG. 8**



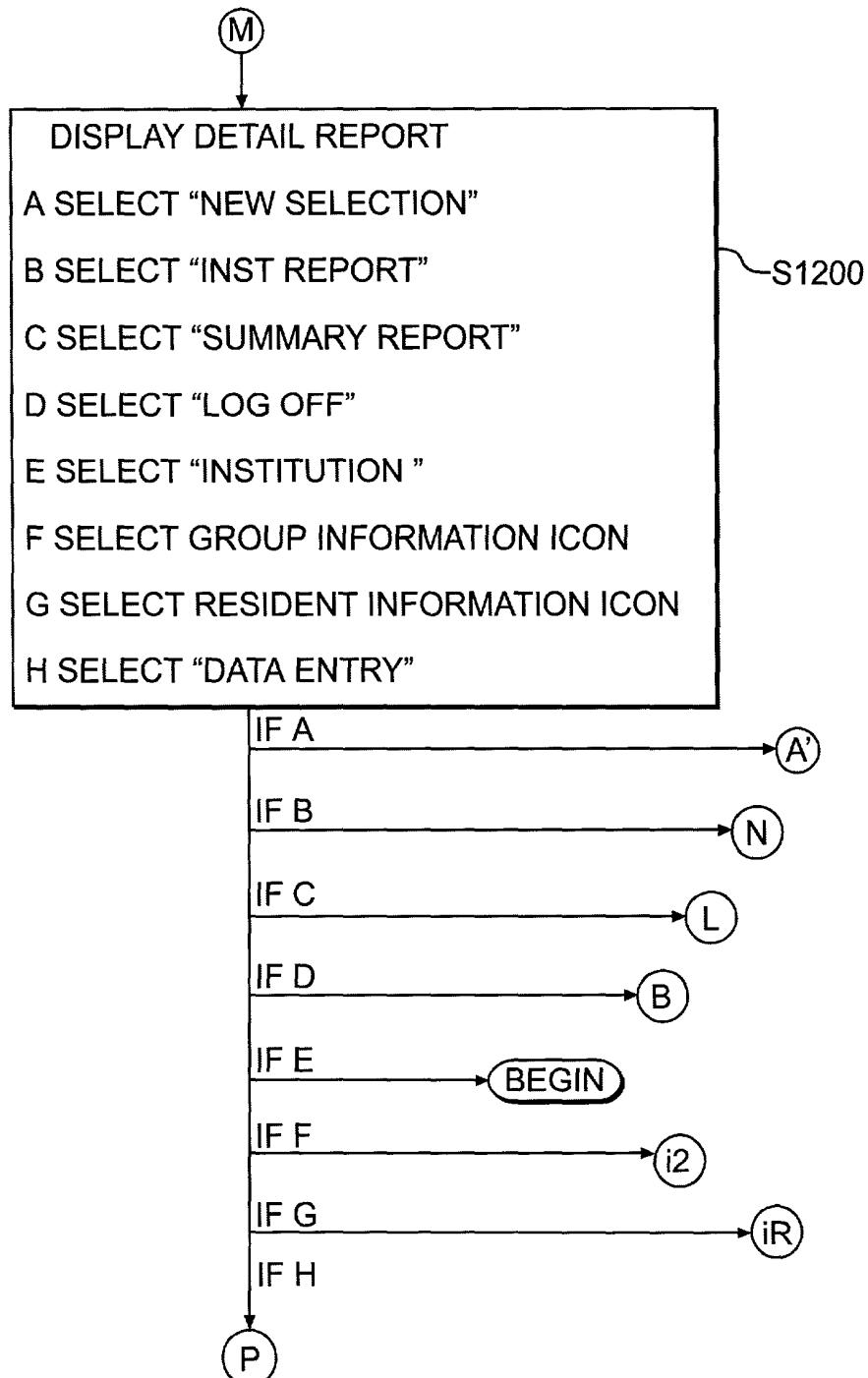
**FIG. 9**



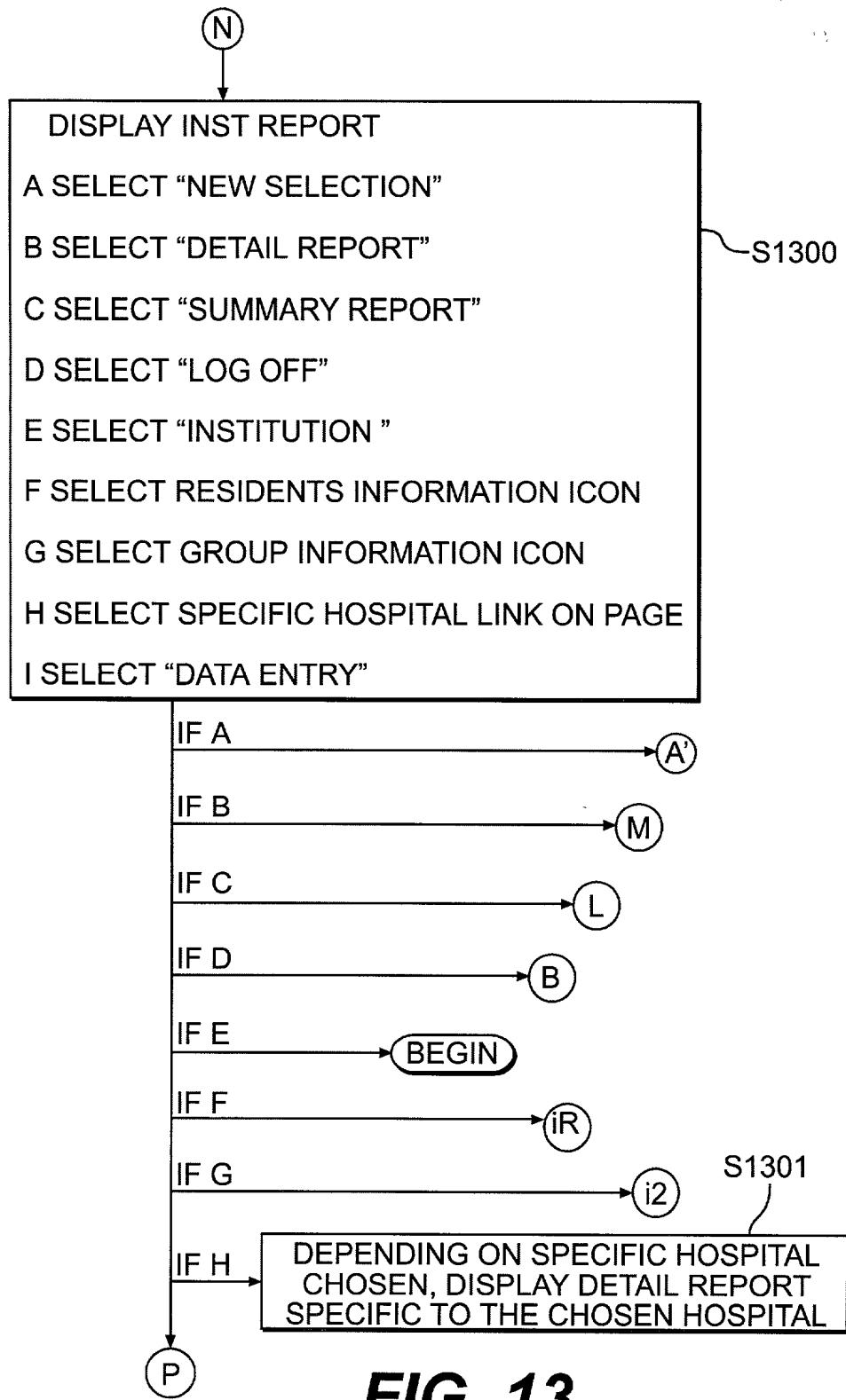
**FIG. 10**



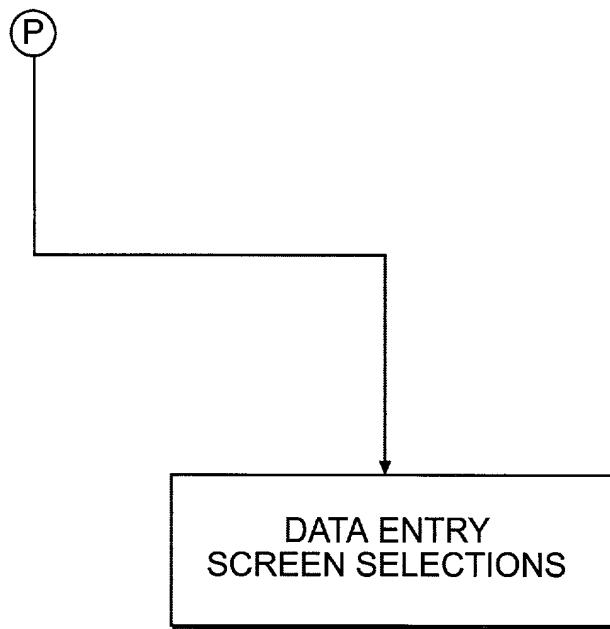
**FIG. 11**



**FIG. 12**



**FIG. 13**



**FIG. 14**

TENA e-INDEX

FILE|HELP

TENA

TENA e-INDEX

INSTITUTION GROUP LOG OFF CONTACT US

NEW SELECTIONS | SUMMARY rpt | DETAIL rpt | INST rpt

SELECT INSTITUTION

COLTSFOOT HOSPITAL ▾ 9

PERIOD

199903 (16-12-1999-12-04-2000) ▾ 1

REPORT TYPE

1 PERIOD 3

4 PERIOD 2

CURRENCY

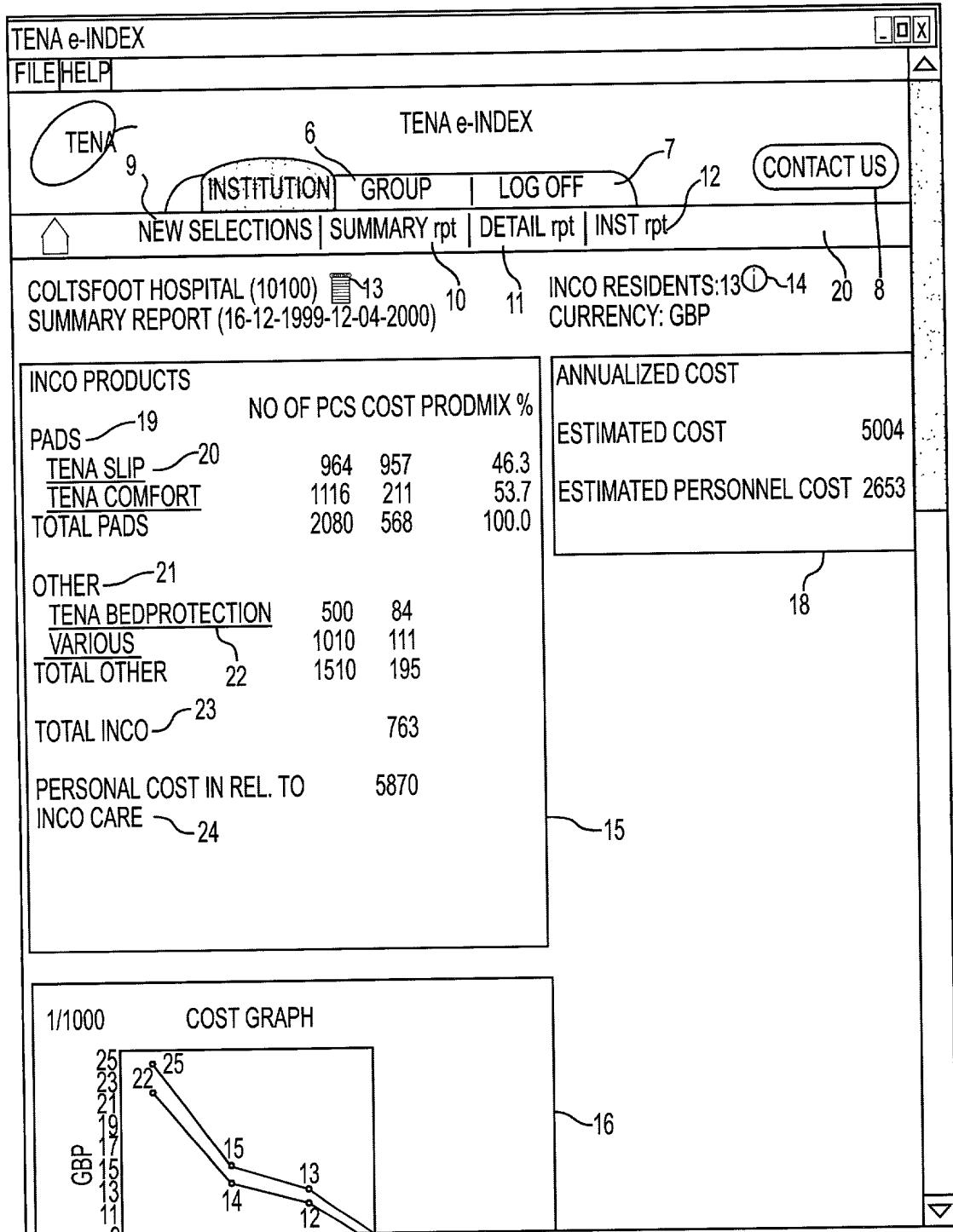
GBP 4

EUR

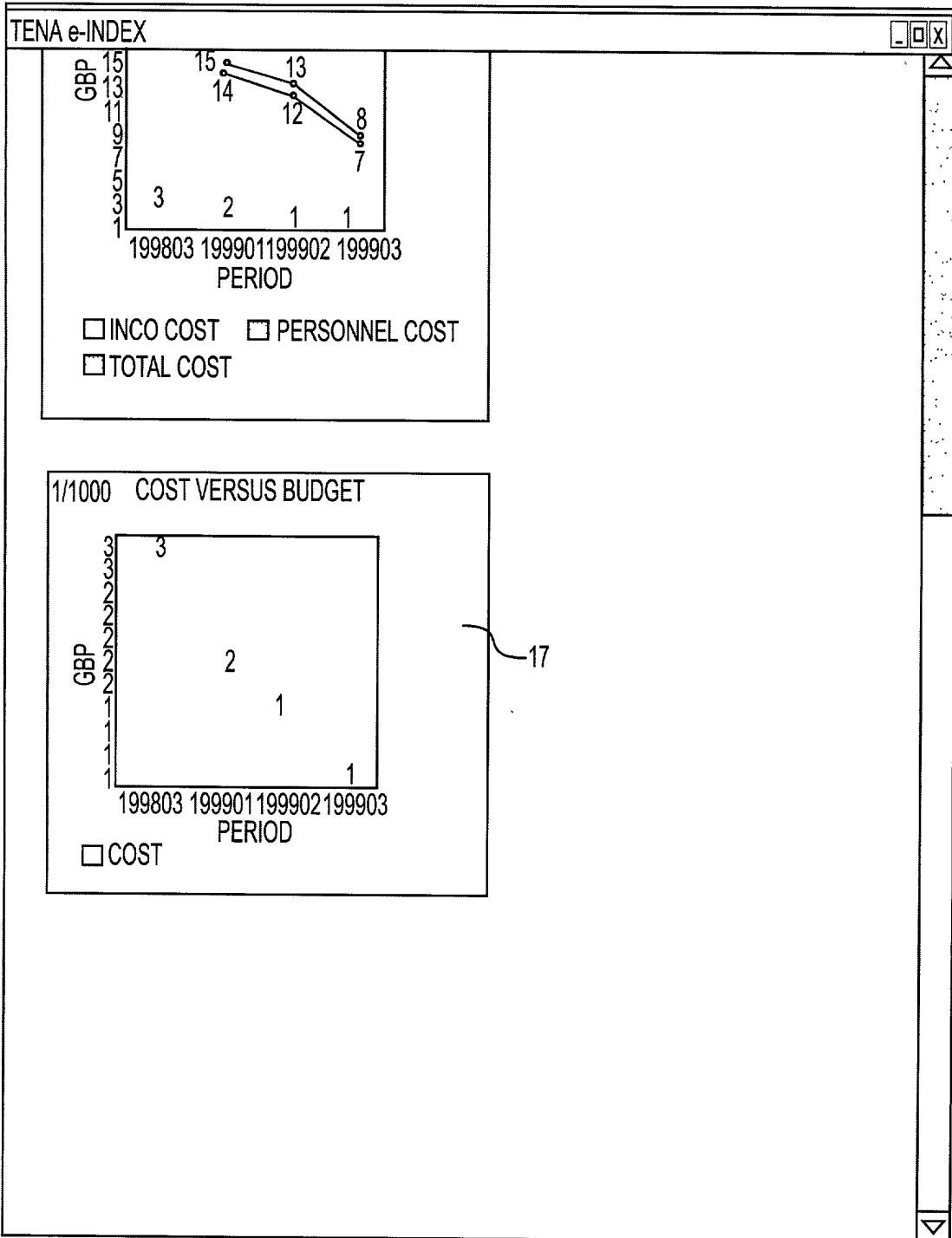
SHOW REPORT 5

The diagram illustrates the layout of the TENA e-INDEX software interface. At the top, there's a menu bar with 'TENA e-INDEX' and 'FILE|HELP'. Below the menu is a toolbar with buttons for 'INSTITUTION', 'GROUP', 'LOG OFF', and 'CONTACT US'. A large button labeled 'TENA' is circled. The main area contains several input fields and buttons. A dropdown menu for 'SELECT INSTITUTION' is open, showing 'COLTSFOOT HOSPITAL' with a circled '9' below it. A dropdown menu for 'PERIOD' shows '199903 (16-12-1999-12-04-2000)' with a circled '1' below it. Below these are sections for 'REPORT TYPE' (radio buttons for '1 PERIOD' and '4 PERIOD') and 'CURRENCY' (radio buttons for 'GBP' and 'EUR'). A large button labeled 'SHOW REPORT' is at the bottom, with a circled '5' below it. Numbered arrows (1 through 12) point from various labels to specific UI elements: 1 points to the 'PERIOD' dropdown; 2 points to the '4 PERIOD' radio button; 3 points to the '1 PERIOD' radio button; 4 points to the 'CURRENCY' section; 5 points to the 'SHOW REPORT' button; 6 points to the 'INST' part of the 'INST rpt' button; 7 points to the 'CONTACT US' button; 8 points to the 'INST' part of the 'INST rpt' button; 9 points to the 'COLTSFOOT HOSPITAL' dropdown value; 10 points to the 'SUMMARY rpt' button; 11 points to the 'DETAIL rpt' button; and 12 points to the 'INST rpt' button.

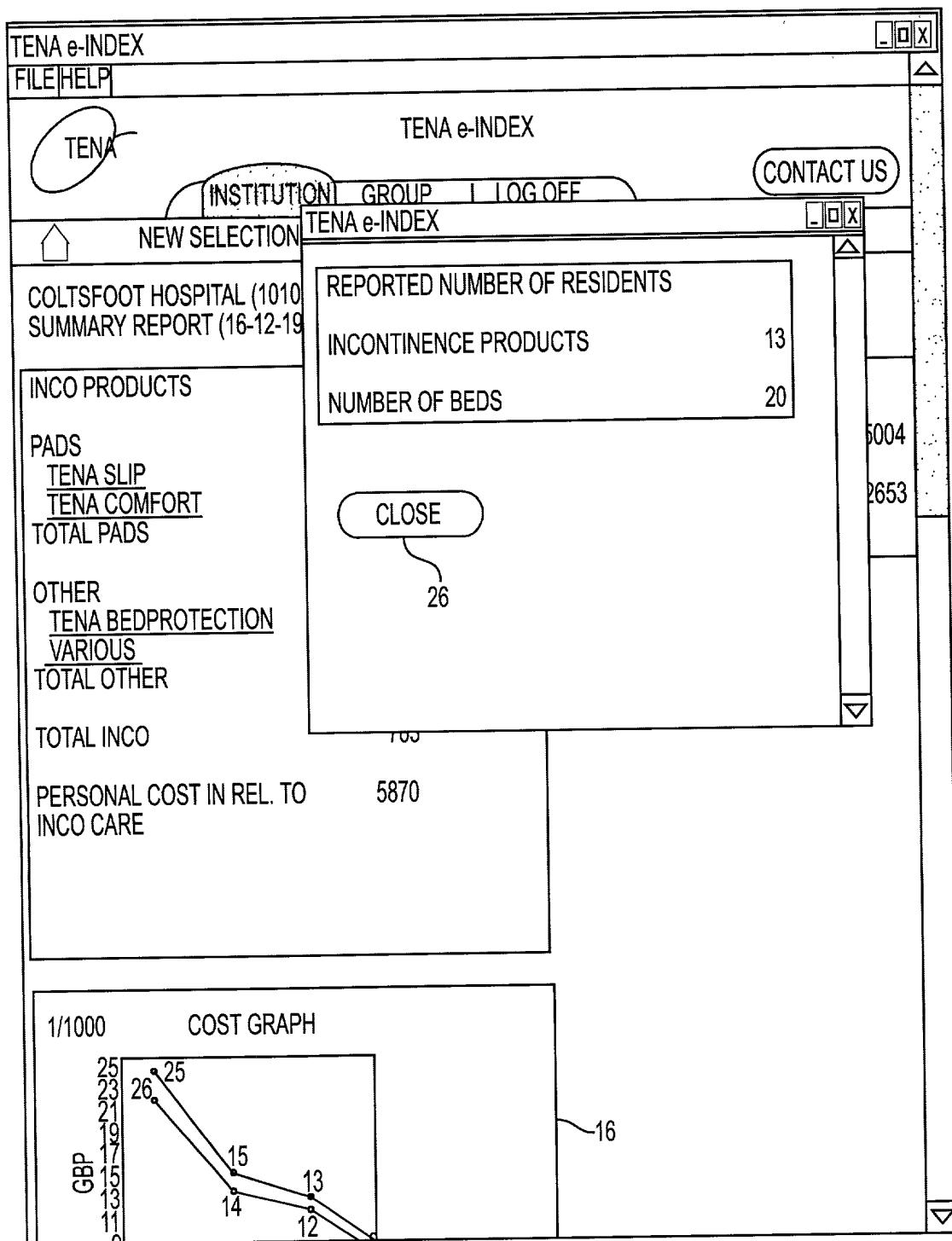
**FIG. 15**



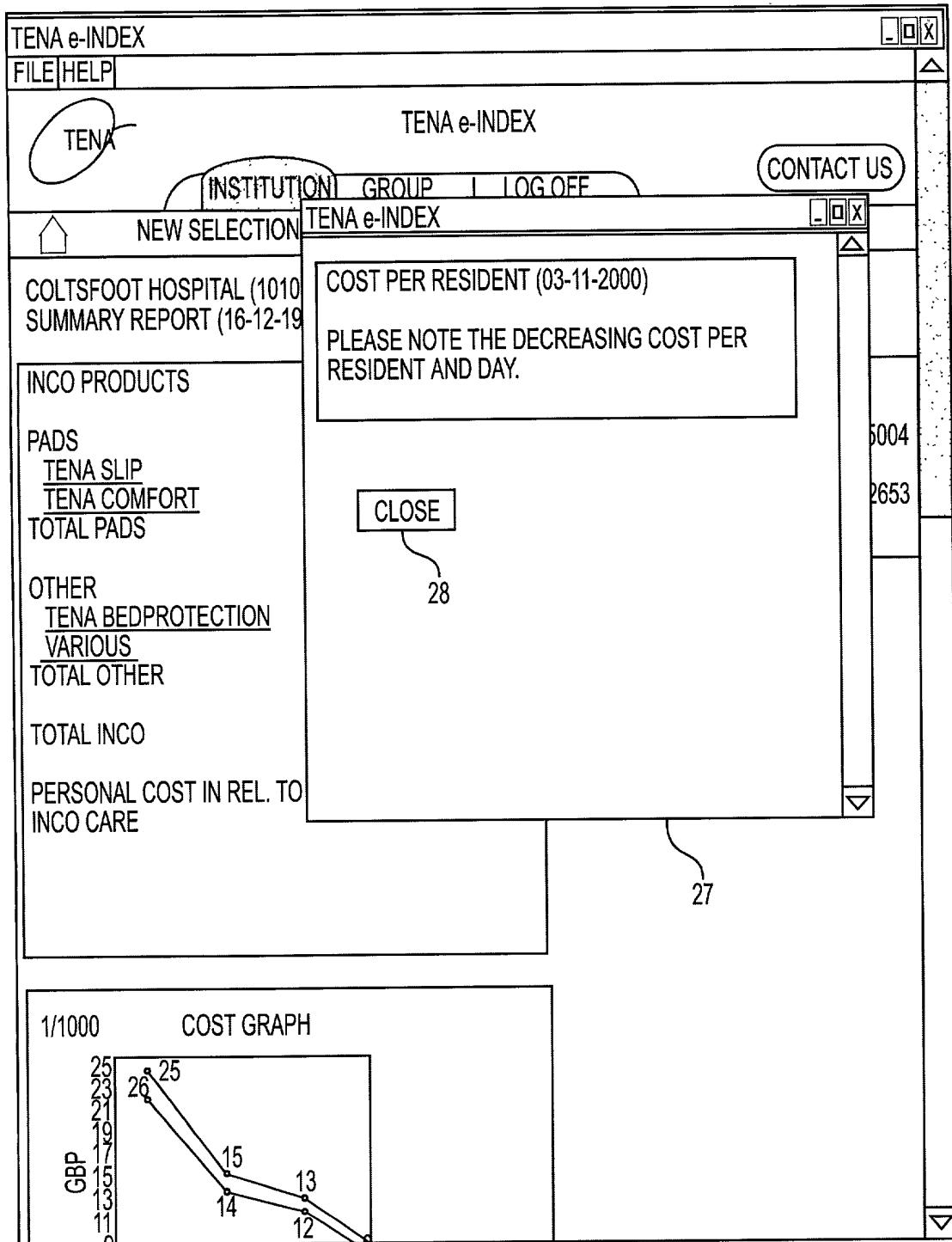
**FIG. 16A**



**FIG. 16B**



**FIG. 17**



**FIG. 18**

11

TENA e-INDEX																																																																																															
FILE HELP		TENA e-INDEX																																																																																													
TENA		INSTITUTION	GROUP																																																																																												
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<table border="1"> <thead> <tr> <th>INCO PRODUCTS</th> <th>NO OF PCS</th> <th>COST</th> <th></th> </tr> </thead> <tbody> <tr> <td>PADS</td> <td>19</td> <td></td> <td></td> </tr> <tr> <td>TENA SLIP</td> <td></td> <td></td> <td></td> </tr> <tr> <td>TENA SLIP PLUS MEDIUM 2X30</td> <td>240</td> <td>74</td> <td>1</td> </tr> <tr> <td>TENA SLIP PLUS LARGE 2X30</td> <td>180</td> <td>67</td> <td>30</td> </tr> <tr> <td>TENA SLIP SUPER MEDIUM</td> <td>168</td> <td>58</td> <td></td> </tr> <tr> <td>TENA SLIP SUPER LARGE</td> <td>168</td> <td>70</td> <td></td> </tr> <tr> <td>TENA SLIP MAXI MEDIUM</td> <td>208</td> <td>89</td> <td></td> </tr> <tr> <td>TOTAL TENA SLIP</td> <td>964</td> <td>357</td> <td></td> </tr> <tr> <td>TENA COMFORT</td> <td></td> <td></td> <td></td> </tr> <tr> <td>TENA COMFORT PLUS</td> <td>736</td> <td>122</td> <td>30</td> </tr> <tr> <td>TENA COMFORT EXTRA</td> <td>320</td> <td>72</td> <td></td> </tr> <tr> <td>TENA COMFORT SUPER</td> <td>60</td> <td>17</td> <td></td> </tr> <tr> <td>TOTAL TENA COMFORT</td> <td>1116</td> <td>211</td> <td></td> </tr> <tr> <td>TOTAL PADS</td> <td>2080</td> <td>568</td> <td></td> </tr> <tr> <td>OTHER</td> <td>21</td> <td></td> <td>28</td> </tr> <tr> <td>TENA BEDPROTECTION</td> <td>500</td> <td>84</td> <td></td> </tr> <tr> <td>VARIOUS</td> <td>1010</td> <td>111</td> <td></td> </tr> <tr> <td>TOTAL OTHER</td> <td>1510</td> <td>195</td> <td></td> </tr> <tr> <td>TOTAL INCO</td> <td>23</td> <td>763</td> <td>30</td> </tr> <tr> <td>PERSONNEL COST IN REL. TO INCO CARE</td> <td></td> <td></td> <td>24</td> </tr> <tr> <td>COST</td> <td>NO.</td> <td>COST/ MIN/</td> <td></td> </tr> <tr> <td></td> <td></td> <td>OF CHANGE</td> <td></td> </tr> </tbody> </table>				INCO PRODUCTS	NO OF PCS	COST		PADS	19			TENA SLIP				TENA SLIP PLUS MEDIUM 2X30	240	74	1	TENA SLIP PLUS LARGE 2X30	180	67	30	TENA SLIP SUPER MEDIUM	168	58		TENA SLIP SUPER LARGE	168	70		TENA SLIP MAXI MEDIUM	208	89		TOTAL TENA SLIP	964	357		TENA COMFORT				TENA COMFORT PLUS	736	122	30	TENA COMFORT EXTRA	320	72		TENA COMFORT SUPER	60	17		TOTAL TENA COMFORT	1116	211		TOTAL PADS	2080	568		OTHER	21		28	TENA BEDPROTECTION	500	84		VARIOUS	1010	111		TOTAL OTHER	1510	195		TOTAL INCO	23	763	30	PERSONNEL COST IN REL. TO INCO CARE			24	COST	NO.	COST/ MIN/				OF CHANGE	
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OTHER	34		.1																																																																																												
TOTAL INCO			.5																																																																																												

**FIG. 19A**

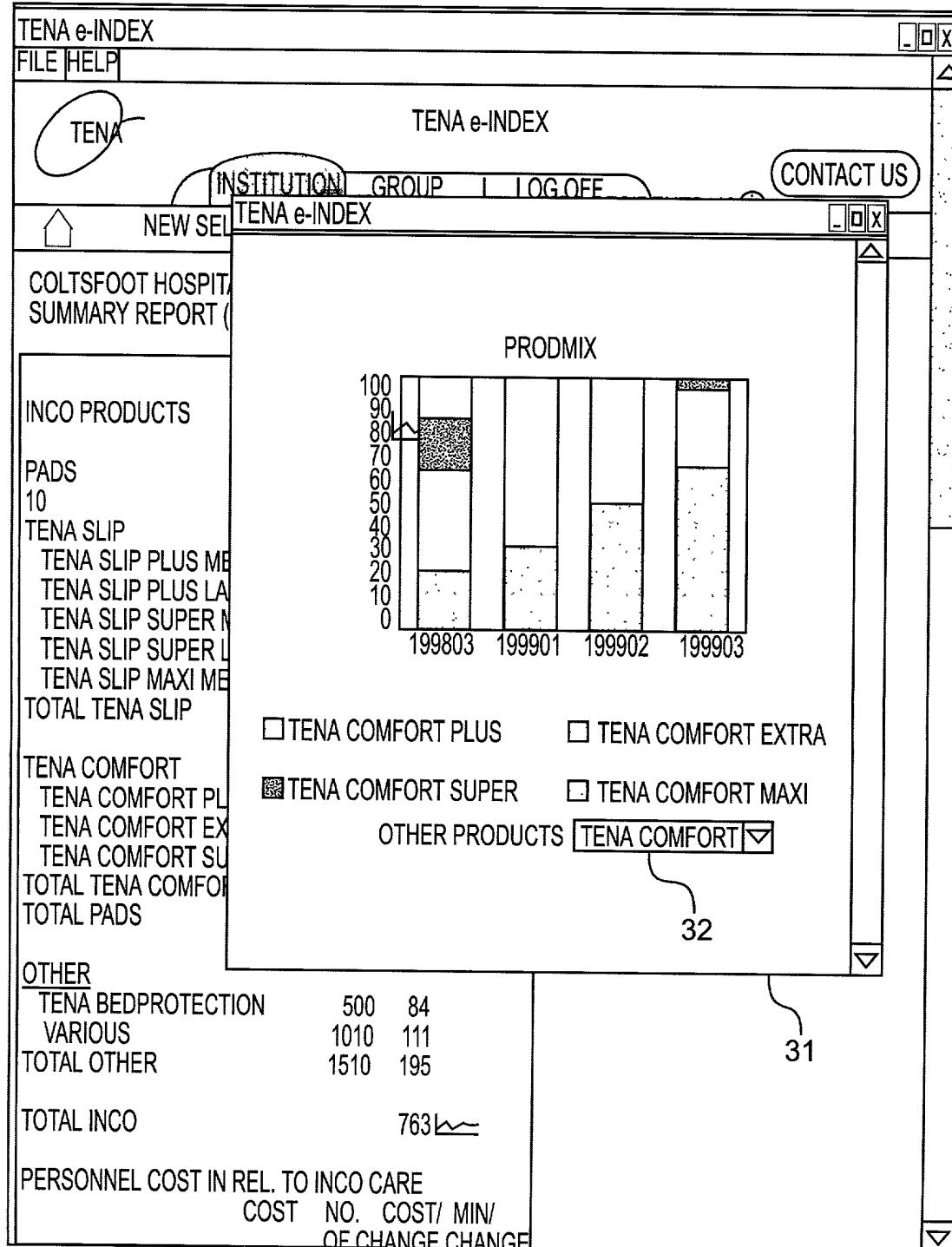
TENA e-INDEX

DETAIL REPORT (TU-TZ-1999-TZ-04-2000)

CURRENCY: GBP

INCO PRODUCTS		NO OF PCS COST		KEY FIGURES	
PADS				CHANGE RATE COST/RES./DAY	
TENA SLIP				PADS	1.3 .4
TENA SLIP PLUS MEDIUM 2X30	240	74		OTHER	.1
TENA SLIP PLUS LARGE 2X30	180	67		TOTAL INCO	.5
TENA SLIP SUPER MEDIUM	168	58			
TENA SLIP SUPER LARGE	168	70			
TENA SLIP MAXI MEDIUM	208	89			
TOTAL TENA SLIP	964	357			
TENA COMFORT					
TENA COMFORT PLUS	736	122			
TENA COMFORT EXTRA	320	72			
TENA COMFORT SUPER	60	17			
TOTAL TENA COMFORT	1116	211			
TOTAL PADS	2080	568			
<u>OTHER</u>					
TENA BEDPROTECTION	500	84			
VARIOUS	1010	111			
TOTAL OTHER	1510	195			
TOTAL INCO	763	<u>  </u>			
PERSONNEL COST IN REL. TO INCO CARE					
COST NO. COST/ MIN/ OF CHANGE CHANGE					
PCS					
TENA SLIP	2892	964	3.0	1.0	
TENA COMFORT	2678	1116	2.4	8	
TENA BEDPROTECTION	300	500	.6	2	
TOTAL PERSONNEL COST	5870	2580			
IN REL. TO INCO CARE					
PERSONNEL COST PER HOUR 18					

**FIG. 19B**



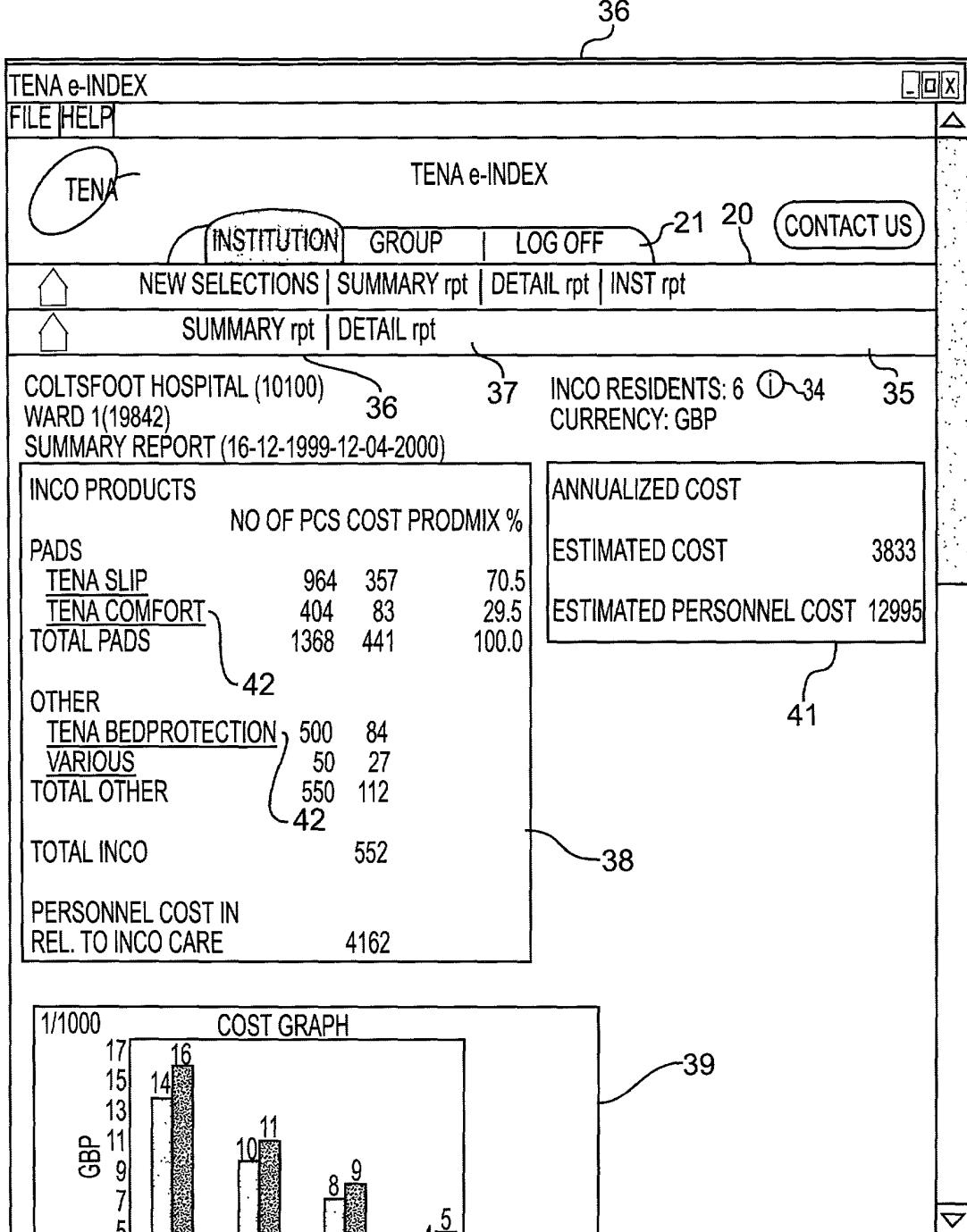
**FIG. 20**

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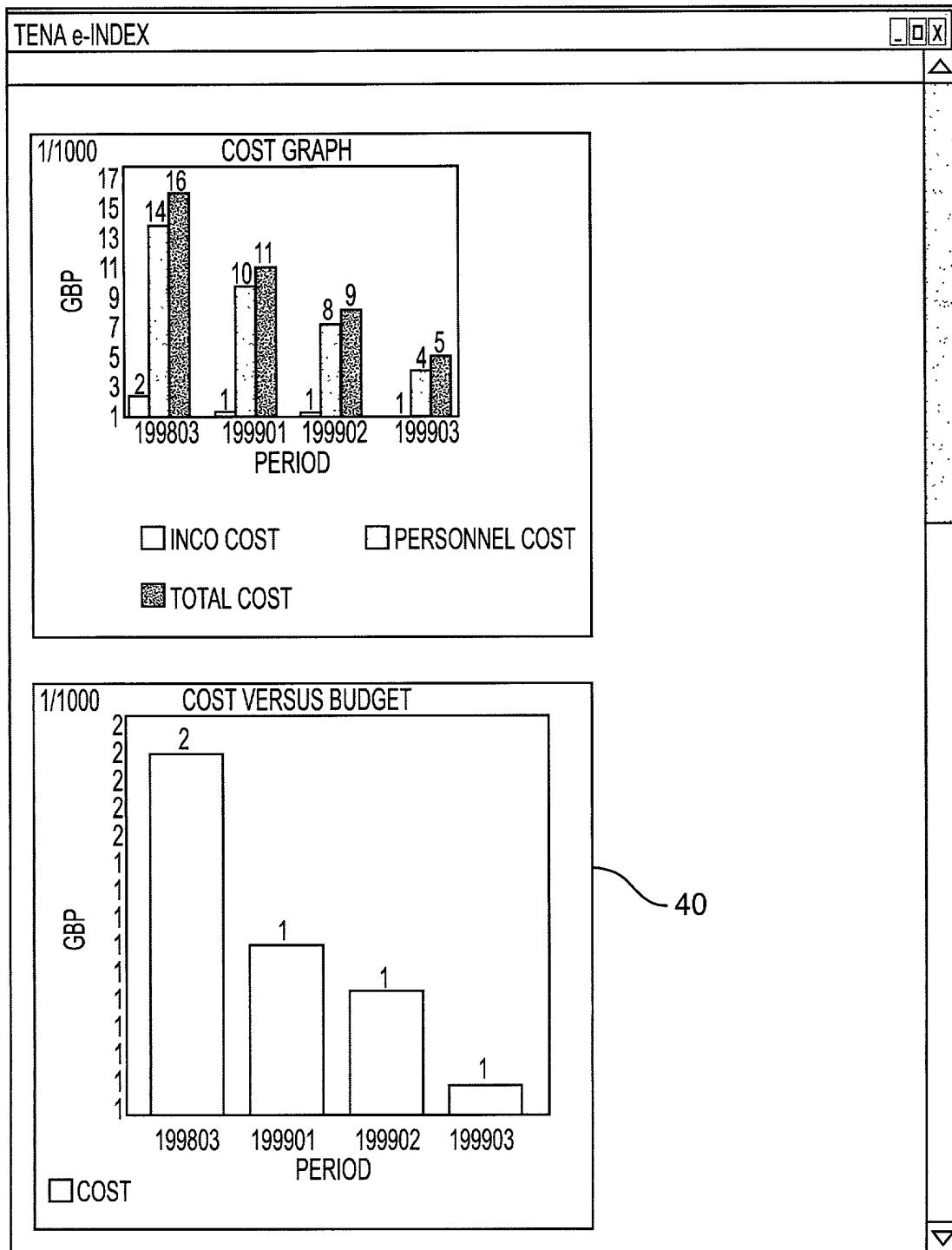
TENA e-INDEX																																								
FILE HELP		TENA e-INDEX																																						
<b>TENA</b>		<b>INSTITUTION</b>	<b>GROUP</b>	<b>LOG OFF</b>	<b>21 20</b>	<b>CONTACT US</b>																																		
		<a href="#">NEW SELECTIONS</a>	<a href="#">SUMMARY rpt</a>	<a href="#">DETAIL rpt</a>	<a href="#">INST rpt</a>																																			
COLTSFOOT HOSPITAL (10100) SUMMARY REPORT (16-12-1999-12-04-2000)				INCO RESIDENTS: 13 ①~14 CURRENCY: GBP																																				
<b>WARD RPT</b> <table border="1"> <thead> <tr> <th rowspan="2"></th> <th rowspan="2">NO OF PCS</th> <th rowspan="2">PADS CHANGE RATE</th> <th colspan="3">OTHER TOTAL INCO</th> <th rowspan="2">COST/RES/DAY</th> </tr> <tr> <th>COST</th> <th>COST</th> <th>COST</th> </tr> </thead> <tbody> <tr> <td>34</td> <td>WARD 3</td> <td>712</td> <td>.9</td> <td>127</td> <td>83</td> <td>211</td> <td>.3</td> </tr> <tr> <td></td> <td>WARD 1</td> <td>1368</td> <td>1.9</td> <td>441</td> <td>112</td> <td>552</td> <td>.8</td> </tr> <tr> <td></td> <td>COLTSFOOT HOSPITAL</td> <td>2080</td> <td>1.3</td> <td>568</td> <td>195</td> <td>763</td> <td>.5</td> </tr> </tbody> </table>								NO OF PCS	PADS CHANGE RATE	OTHER TOTAL INCO			COST/RES/DAY	COST	COST	COST	34	WARD 3	712	.9	127	83	211	.3		WARD 1	1368	1.9	441	112	552	.8		COLTSFOOT HOSPITAL	2080	1.3	568	195	763	.5
	NO OF PCS	PADS CHANGE RATE	OTHER TOTAL INCO			COST/RES/DAY																																		
			COST	COST	COST																																			
34	WARD 3	712	.9	127	83	211	.3																																	
	WARD 1	1368	1.9	441	112	552	.8																																	
	COLTSFOOT HOSPITAL	2080	1.3	568	195	763	.5																																	

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**FIG. 21**



**FIG. 22A**



**FIG. 22B**

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TENA e-INDEX			
FILE HELP		TENA e-INDEX	
<b>TENA</b>		<b>INSTITUTION</b>	<b>GROUP</b>
	<b>NEW SELECTIONS</b>	<b>SUMMARY rpt</b>	<b>DETAIL rpt</b>
	<b>SUMMARY rpt</b>	<b>DETAIL rpt</b>	
COLTSFOOT HOSPITAL (10100)		INCO RESIDENTS: 6	35
WARD 1 (19842)		CURRENCY: GBP	
DETAIL REPORT (16-12-1999-12-04-2000)			
INCO PRODUCTS		KEY FIGURES	
PADS		CHANGE RATE COST/RES./DAY	
TENA SLIP		PADS 1.9 .6	
TENA SLIP PLUS MEDIUM 2X30	240	74	46
TENA SLIP PLUS LARGE 2X30	180	67	
TENA SLIP SUPER MEDIUM	168	58	
TENA SLIP SUPER LARGE	168	70	
TENA SLIP MAXI MEDIUM	208	89	
TOTAL TENA SLIP	964	357	45
TENA COMFORT		TOTAL INCO .8	
TENA COMFORT PLUS	184	30	
TENA COMFORT EXTRA	160	36	
TENA COMFORT SUPER	60	17	
TOTAL TENA COMFORT	404	83	
TOTAL PADS	1360	441	
OTHER		44	
TENA BEDPROTECTION	500	84	
VARIOUS	3054	205	
TOTAL OTHER	3554	289	
TOTAL INCO	729		
PERSONNEL COST IN REL. TO INCO CARE			
COST	NO.	COST/ MIN/	

**FIG. 23A**

## TENA e-INDEX

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COLTSFOOT HOSPITAL (10100)  
 WARD 1 (19842)  
 DETAIL REPORT (16-12-1999-12-04-2000)

INCO RESIDENTS: 6 ⓘ  
 CURRENCY: GBP

## INCO PRODUCTS

## NO OF PCS COST

PADS  
~~~~~ 19

## TENA SLIP

|                            |            |            |       |
|----------------------------|------------|------------|-------|
| TENA SLIP PLUS MEDIUM 2X30 | 240        | 74         | ~~~~~ |
| TENA SLIP PLUS LARGE 2X30  | 180        | 67         |       |
| TENA SLIP SUPER MEDIUM     | 160        | 58         |       |
| TENA SLIP SUPER LARGE      | 160        | 70         |       |
| TENA SLIP MAXI MEDIUM      | 208        | 89         |       |
| <b>TOTAL TENA SLIP</b>     | <b>964</b> | <b>357</b> |       |

## TENA COMFORT

|                           |             |            |       |
|---------------------------|-------------|------------|-------|
| TENA COMFORT PLUS         | 184         | 30         | ~~~~~ |
| TENA COMFORT EXTRA        | 160         | 36         |       |
| TENA COMFORT SUPER        | 60          | 17         |       |
| <b>TOTAL TENA COMFORT</b> | <b>404</b>  | <b>83</b>  |       |
| <b>TOTAL PADS</b>         | <b>1360</b> | <b>441</b> |       |

OTHER  
~~~~~ 21

|                    |             |              |  |
|--------------------|-------------|--------------|--|
| TENA BEDPROTECTION | 500         | 84           |  |
| VARIOUS            | 2054        | 205          |  |
| <b>TOTAL OTHER</b> | <b>3554</b> | <b>289</b>   |  |
| <b>TOTAL INCO</b>  | <b>729</b>  | <b>~~~~~</b> |  |

## PERSONNEL COST IN REL. TO INCO CARE

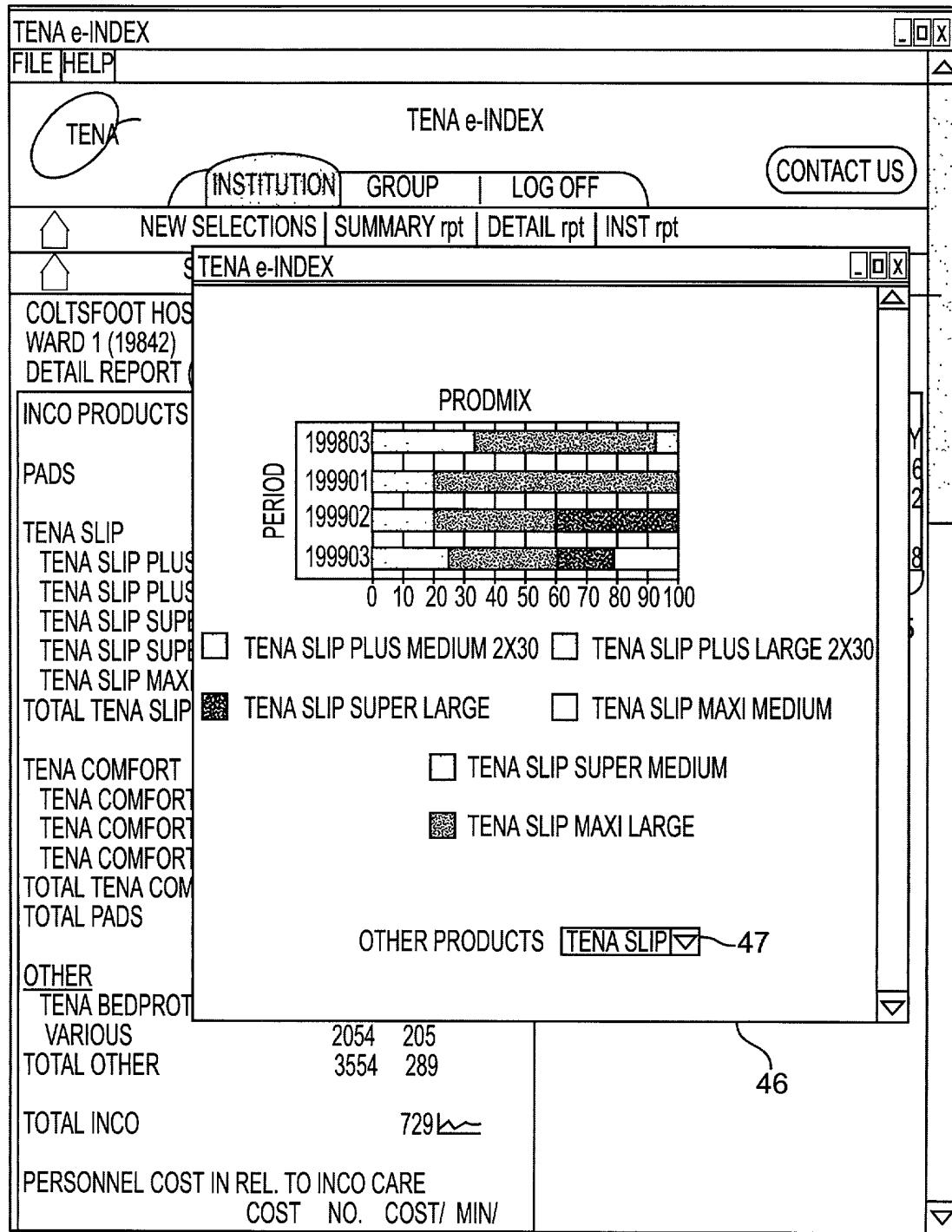
| COST                        | NO.  | COST/<br>OF CHANGE | MIN/<br>CHANGE |    |
|-----------------------------|------|--------------------|----------------|----|
|                             |      | PCS                |                |    |
| TENA SLIP                   | 2892 | 964                | 3.0            | 10 |
| TENA COMFORT                | 970  | 404                | 2.4            | 8  |
| TENA BEDPROTECTION          | 300  | 500                | .6             | 2  |
| <b>TOTAL PERSONNEL COST</b> |      |                    |                |    |
| IN REL. TO INCO CARE        | 4162 | 1868               |                |    |
| PERSONNEL COST<br>PER HOUR  |      | 18                 |                |    |

## KEY FIGURES

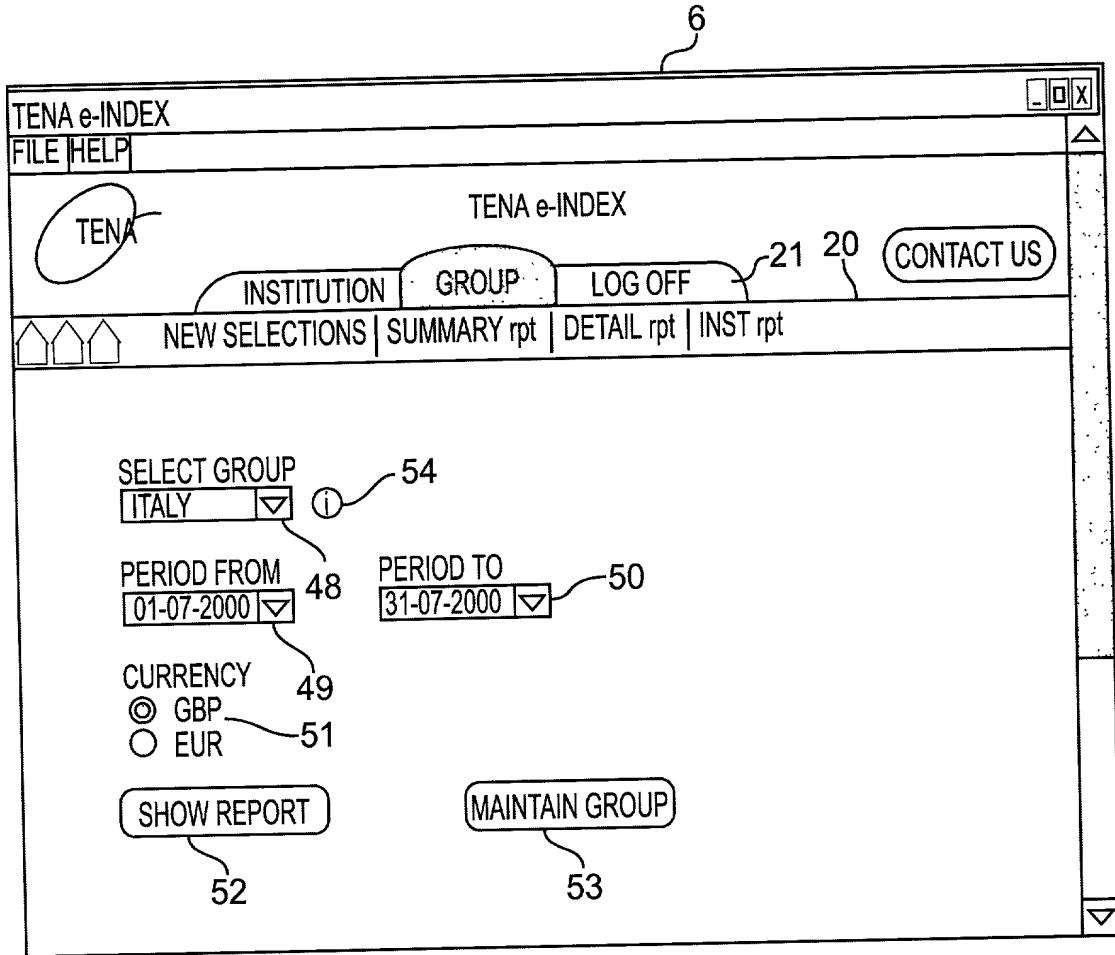
| CHANGE RATE COST/RES./DAY |     |    |
|---------------------------|-----|----|
| PADS                      | 1.9 | .6 |
| OTHER                     |     | .2 |
| <b>TOTAL INCO</b>         |     | .8 |

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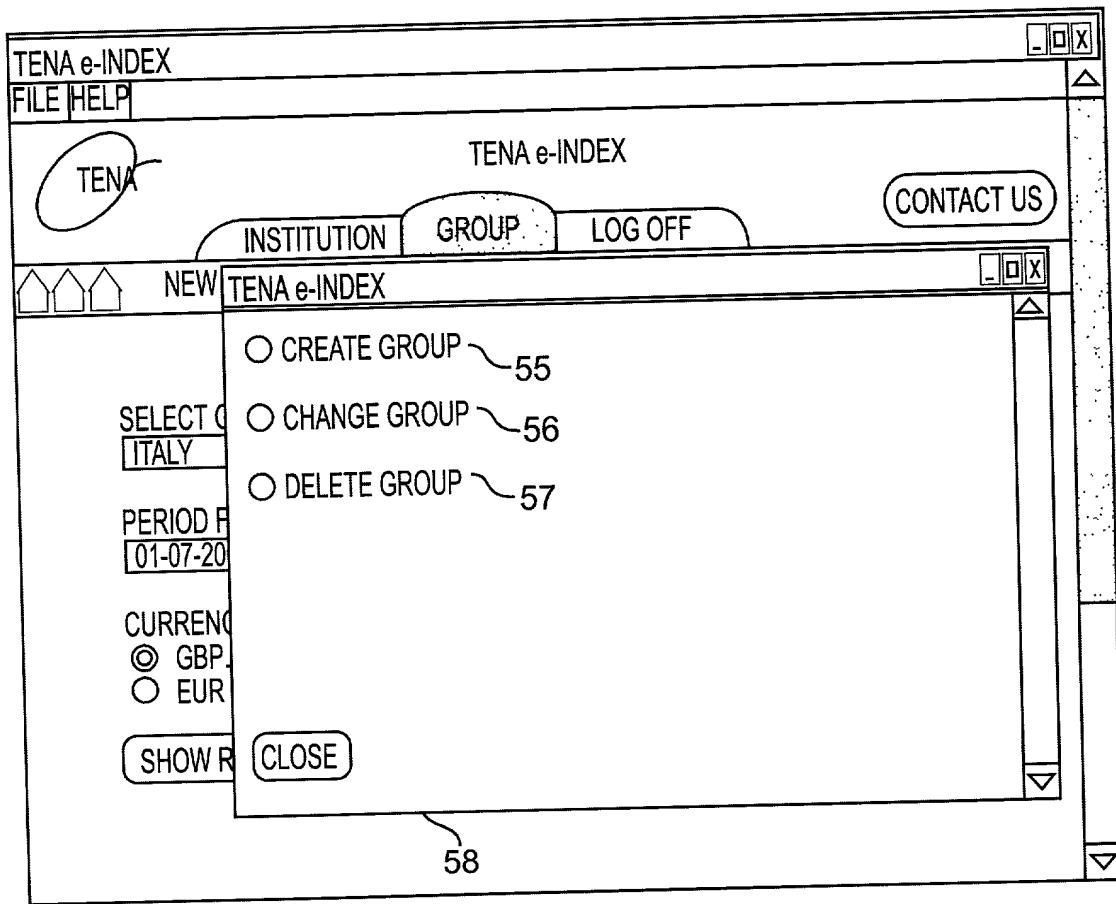
**FIG. 23B**



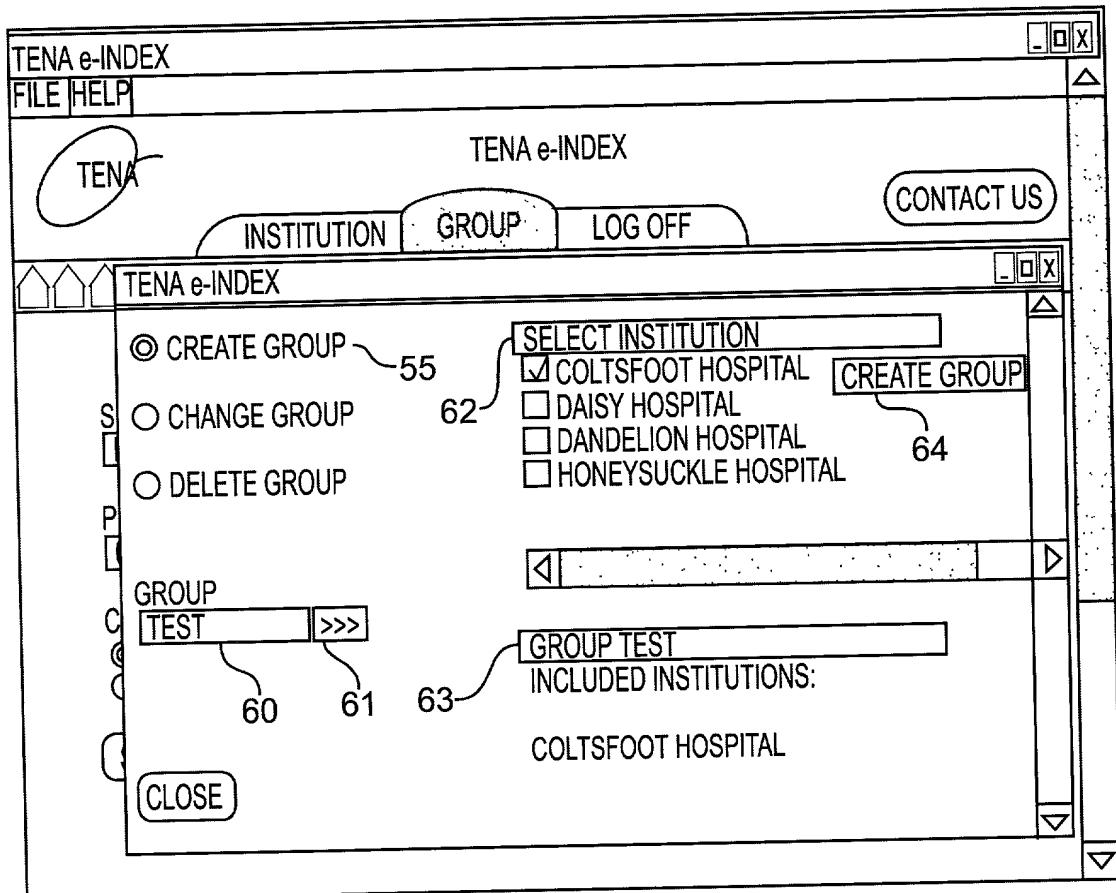
**FIG. 24**



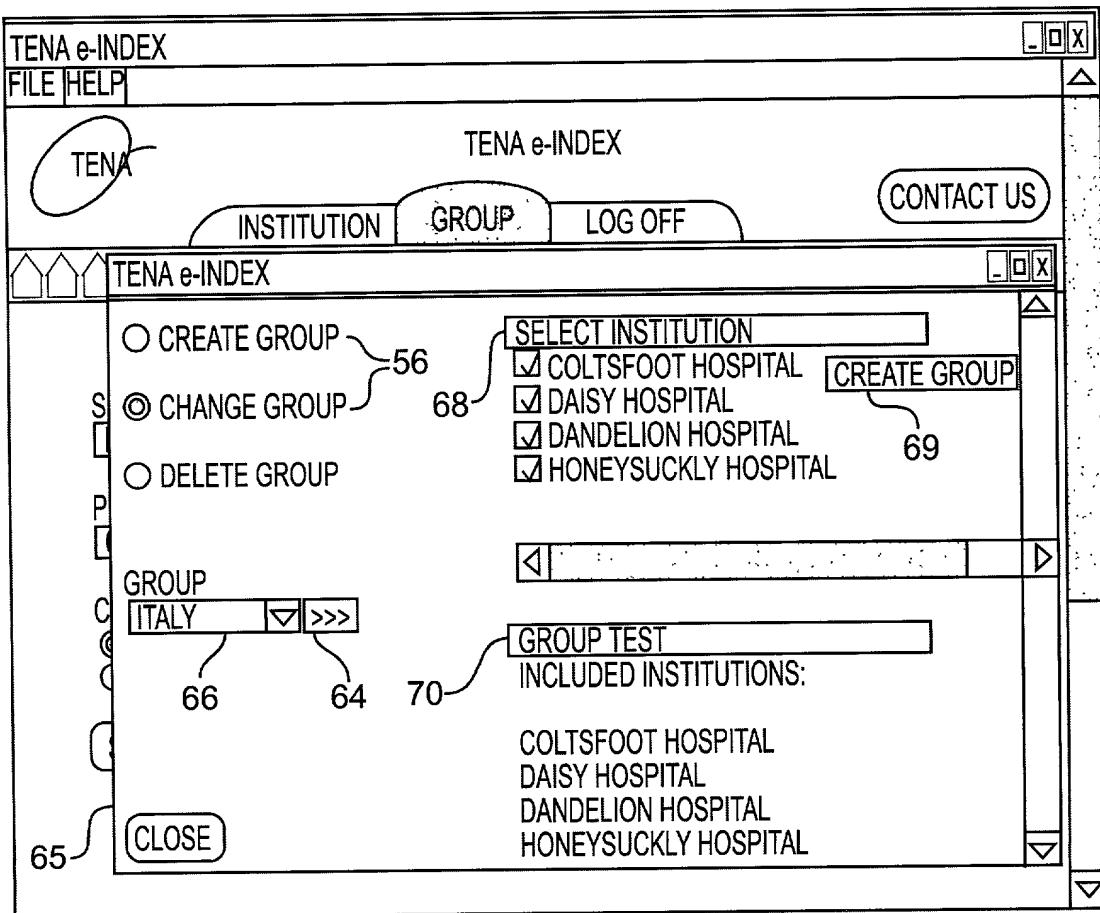
**FIG. 25**



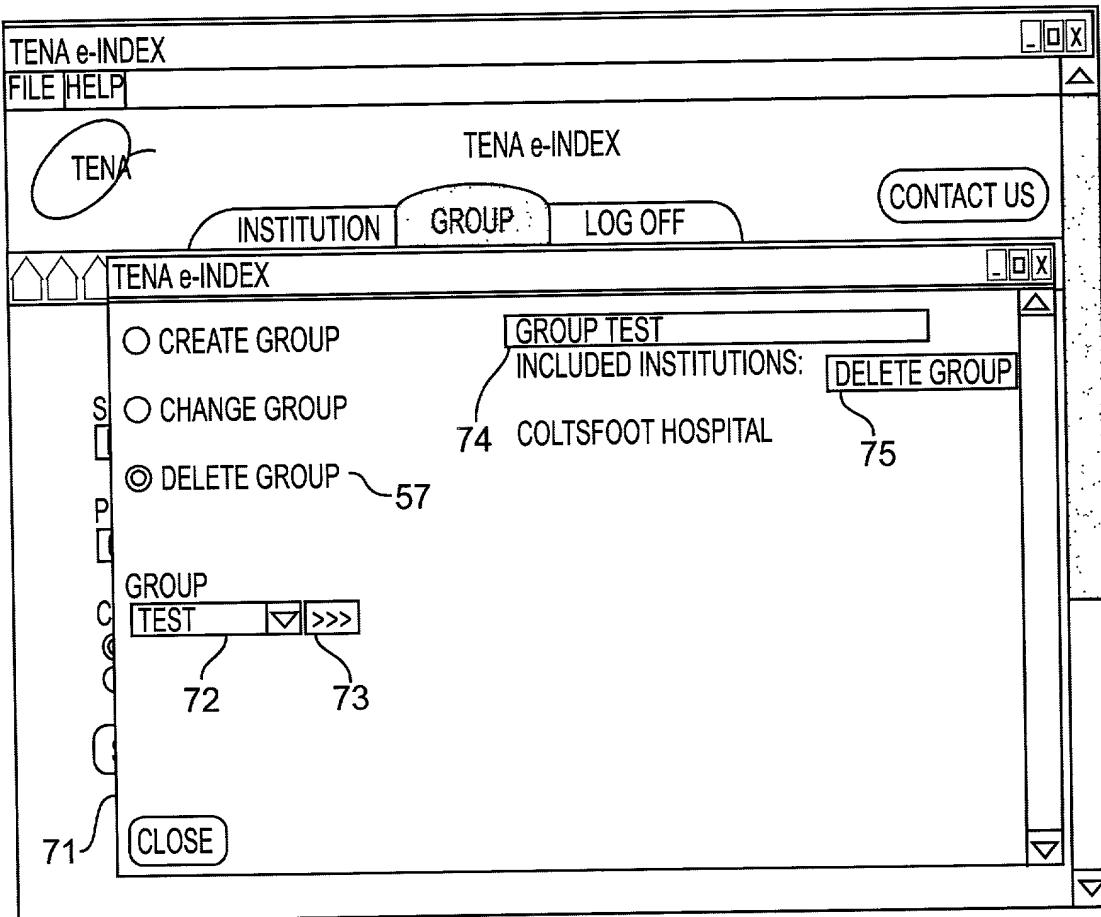
**FIG. 26**



**FIG. 27**



**FIG. 28**



**FIG. 29**

TENA e-INDEX

FILE HELP

TENA

TENA e-INDEX

INSTITUTION GROUP LOG OFF 21 20 CONTACT US

NEW SELECTIONS SUMMARY rpt DETAIL rpt INST rpt

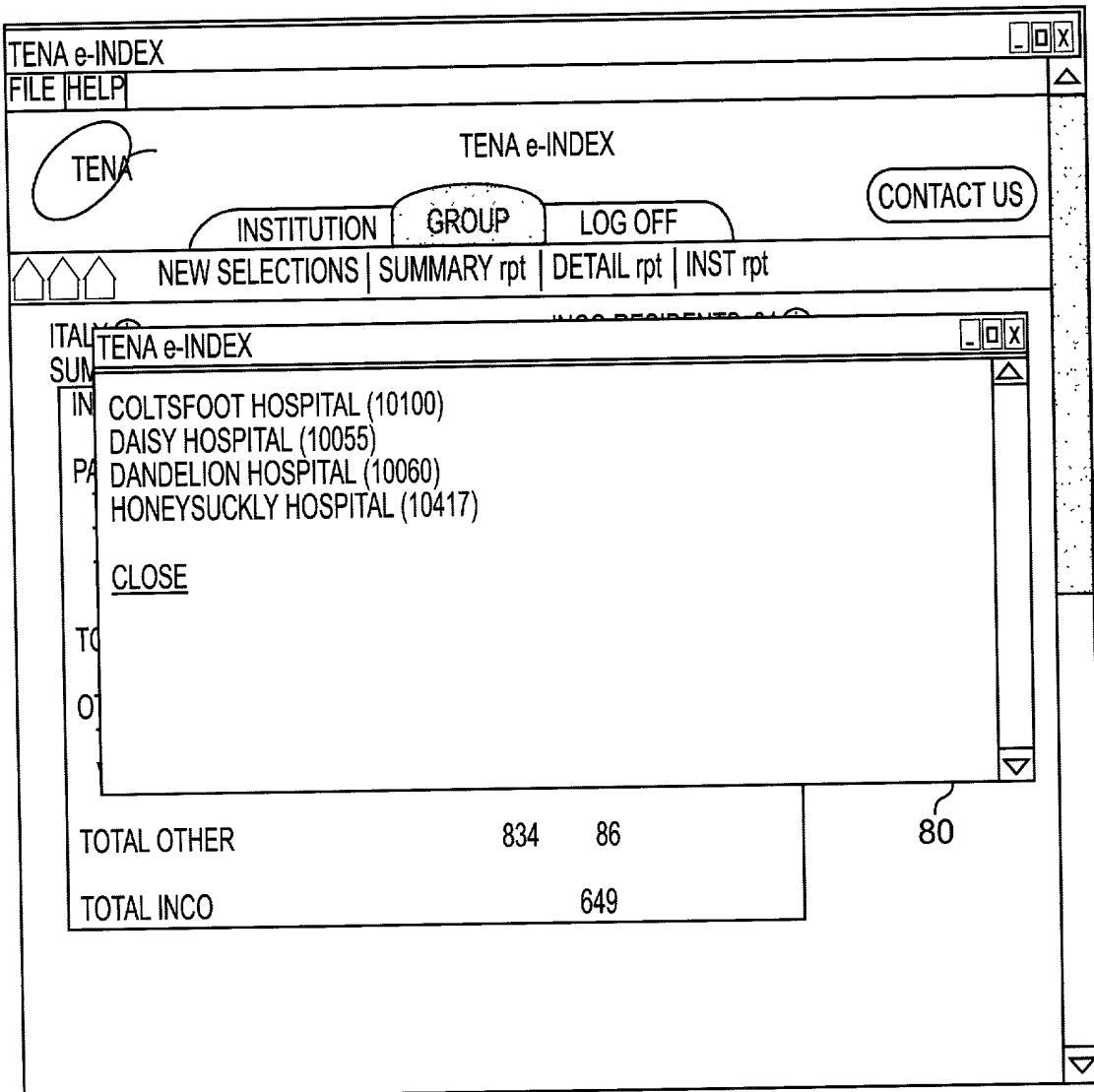
ITALY 78 79 INCO RESIDENTS: 34 21 20 82

SUMMARY GROUP REPORT (01-07-2000) CURRENCY: GBP

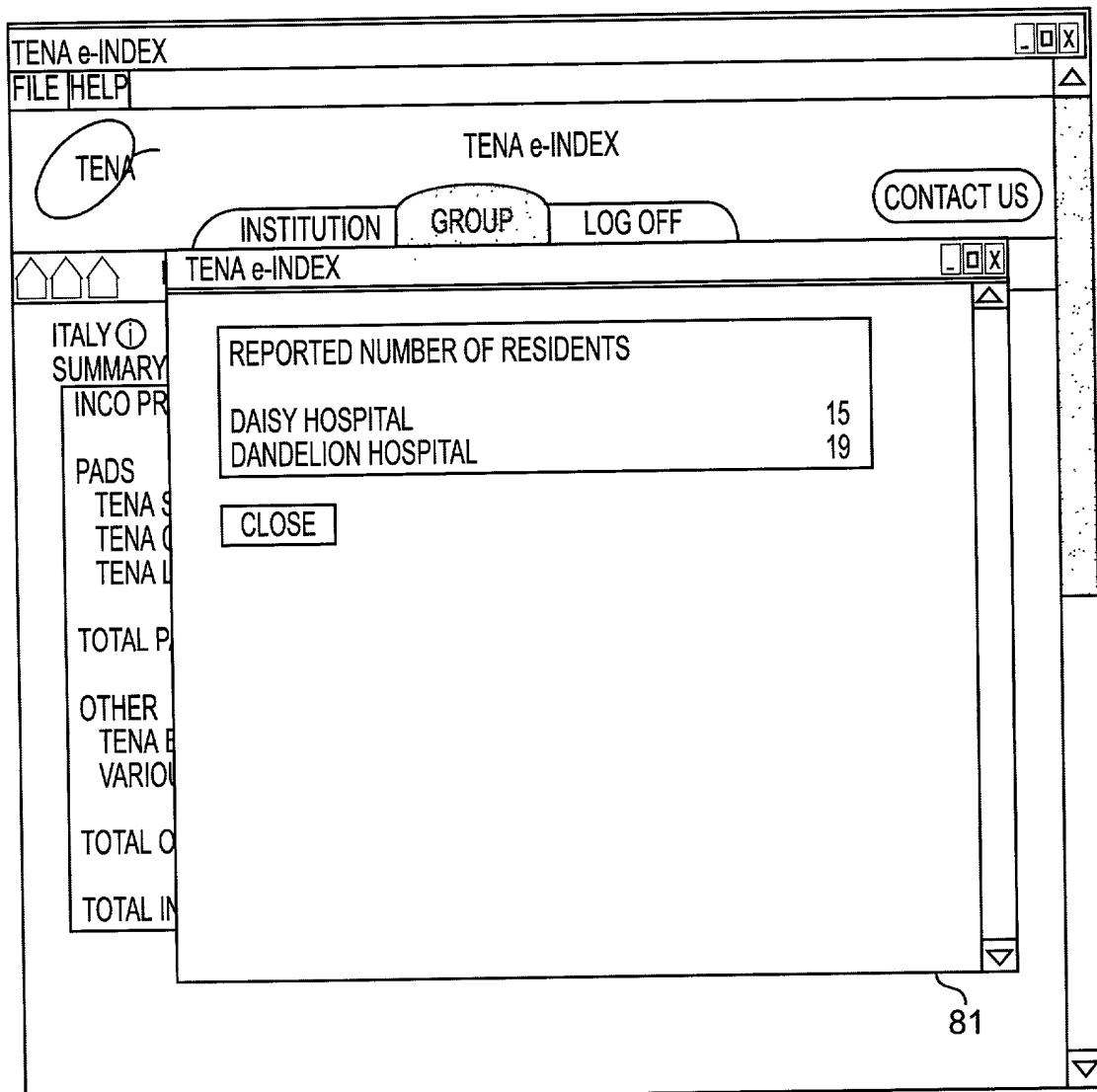
| INCO PRODUTS              | NO OF PCS | COST | PRODMIX % |
|---------------------------|-----------|------|-----------|
| PADS 19                   |           |      |           |
| <u>TENA SLIP</u>          | 802       | 258  | 33.1      |
| <u>TENA COMFORT</u>       | 1525      | 294  | 62.9      |
| <u>TENA LADY</u>          | 97        | 12   | 4.0       |
| TOTAL PADS                | 2423      | 563  | 100.0     |
| OTHER 21                  |           |      |           |
| <u>TENA BEDPROTECTION</u> | 263       | 28   |           |
| <u>VARIOUS</u>            | 572       | 58   |           |
| TOTAL OTHER               | 834       | 86   |           |
| TOTAL INCO                |           | 649  |           |

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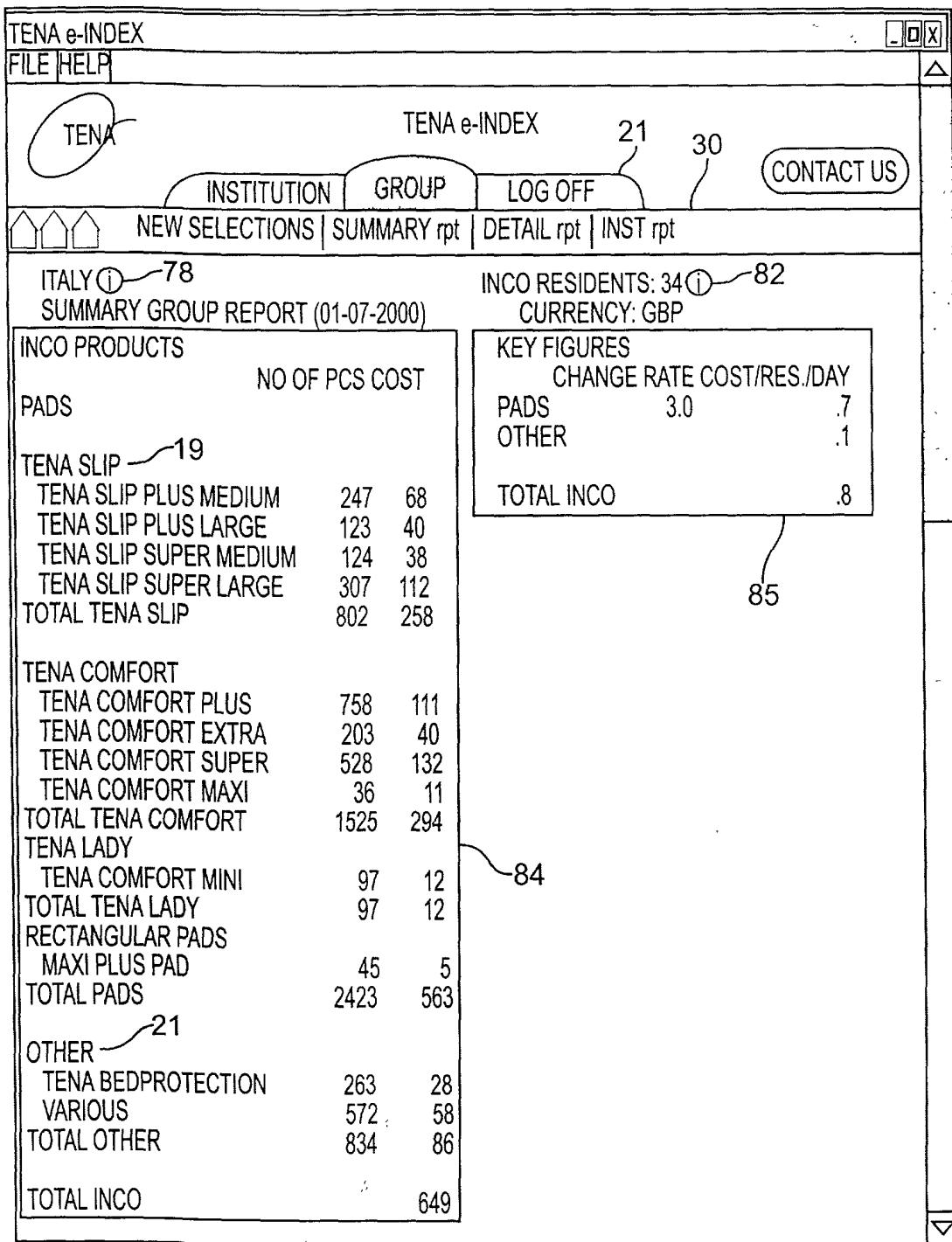
**FIG. 30**



**FIG. 31**

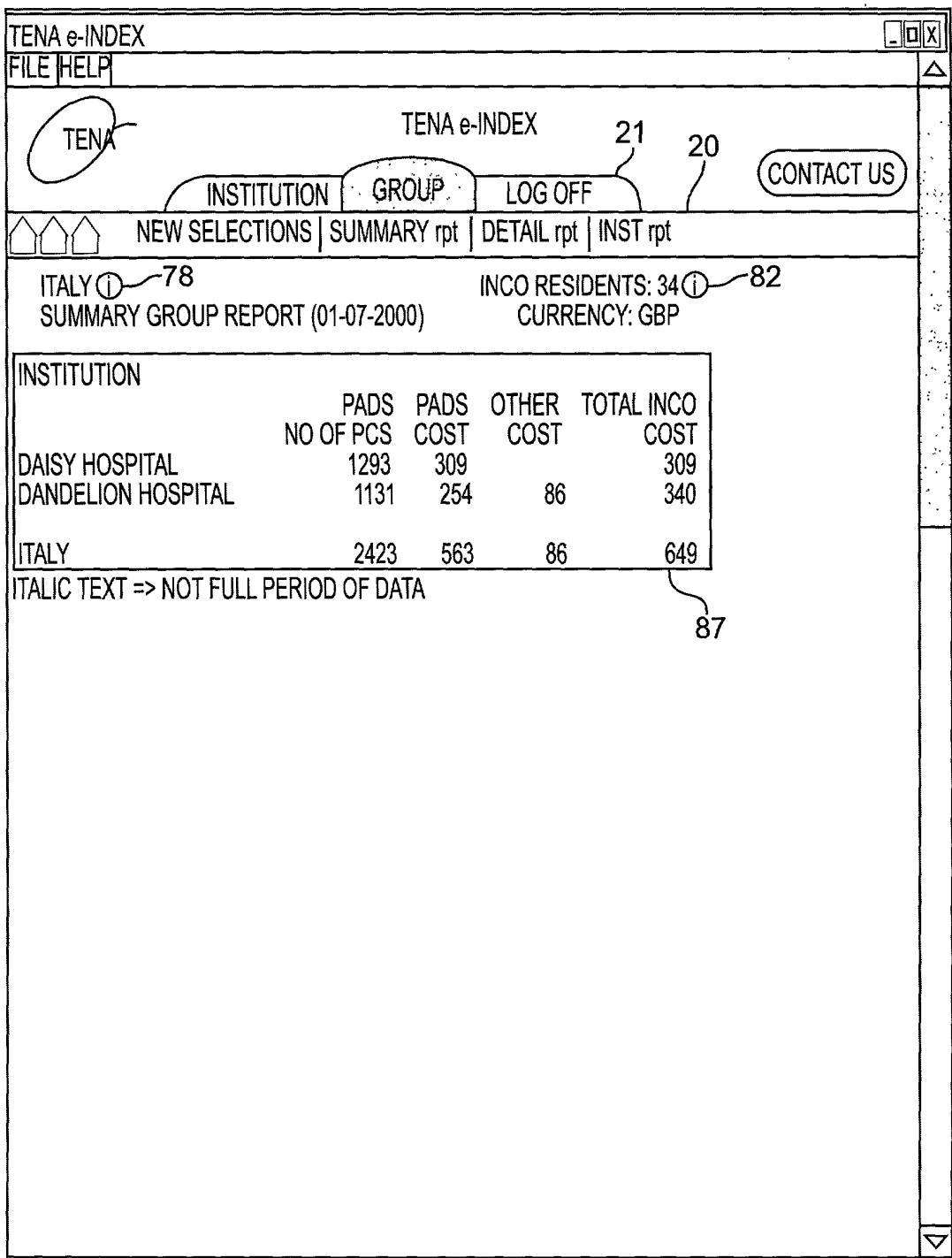


**FIG. 32**



**FIG. 33**

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**FIG. 34**

TENA e-INDEX

FILE HELP

TENA

TENA e-INDEX

INSTITUTION GROUP LOG OFF CONTACT US

TENA e-INDEX DAISY HOSPITAL (10055) DETAIL REPORT CURRENCY:GBP

INCO PRODUCTS

|                        | 28-03-1999 | 25-07-1999 | 25-11-1999 | 28-03-2000 |
|------------------------|------------|------------|------------|------------|
| PADS                   | 24-07-1999 | 24-11-1999 | 27-03-2000 | 24-07-2000 |
| TENA SLIP              |            |            |            |            |
| TENA SLIP PLUS MEDIUM  |            |            |            |            |
| NO OF PCS              |            | 460        | 540        | 1224       |
| COST                   |            | 128        | 148        | 335        |
| TENA SLIP PLUS LARGE   |            |            |            |            |
| NO OF PCS              |            |            | 216        | 612        |
| COST                   |            |            | 71         | 200        |
| TENA SLIP SUPER MEDIUM |            |            |            |            |
| NO OF PCS              | 504        | 644        | 500        | 616        |
| COST                   | 146        | 187        | 170        | 188        |
| TENA SLIP SUPER LARGE  |            |            |            |            |
| NO OF PCS              | 252        | 224        | 420        | 560        |
| COST                   | 80         | 78         | 146        | 204        |
| TOTAL TENA SLIP        |            |            |            |            |
| NO OF PCS              | 756        | 1336       | 1764       | 3012       |
| COST                   | 234        | 393        | 535        | 927        |

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**FIG. 35**